

# ListenTALK for VIP Tours

Enhance customer engagement and provide a better experience on facility tours.

## Fulfillment Center

A global fulfillment center processes two million packages per day at its flagship handling facility, using a visually stunning network of high-speed conveyors, sorting equipment, docks, aircraft staging ramps, and cargo planes. That number jumps to an astonishing four million packages during the holiday season.



### PROBLEM

They regularly host facility tours for corporate executives from around the world. The daily tours are a combination walking and riding to move guests through indoor and outdoor spaces and several high-decibel environments where hearing can be difficult. Because of the background noise and changing environments, the fulfillment center needed an audio solution that would ensure every tour participant could hear clearly and understand the tour guide.



***“Listen Technologies’ hands-free and lightweight equipment allows us to communicate clearly and safely while touring our operations. We often host important executives and dignitaries, so we must make the best impression possible.”***

**WELCOME CENTER MANAGER**



Go to [www.listentalk.com](http://www.listentalk.com) to request a demo kit today!





## SOLUTION

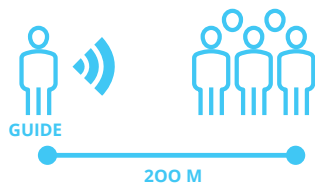
### The fulfillment center sought help from assistive listening manufacturer Listen Technologies.

It uses Listen Technologies' award-winning ListenTALK to facilitate communication and collaboration on tours of the facility. The wireless system features a sleek, wearable transceiver (combination transmitter/receiver) that enables mobile group communication with the push of a button.

Tour guides wear the transceiver on a lanyard around their neck, accompanied by a headset with microphone. There is nothing to carry, so guides' hands are free to point out sights.

Participants wear the transceiver on a lanyard and listen through standard earbuds or an over-the-ear speaker. Clear audio is transmitted from the guide's transceiver to each participant.

Tour participants can adjust the volume to suit their needs and ask questions simply by pressing and holding the "talk" button on their transceiver. The system's long range means guides do not have to shout or walk backwards to be heard over background noise and distance.



With ListenTALK there is no need to shout over background noise in order to be heard. The two-way functionality of ListenTALK means potential clients can ask questions at each stage along the production process and others in the group can clearly hear the speaker.



## RESULT

### The ListenTALK system changed the way the fulfillment center runs its tours and increased their effectiveness.

ListenTALK is easy to set up and intuitive to use. The fulfillment center can customize the display on each transceiver unit to reflect each VIP user's name or corporate brand. Tour guides can quickly charge multiple units in a docking system tray and feel confident the units will remain charged for the duration of a tour. The system is reliable and encrypted.



**Enables participants to hear in every environment** – ListenTALK eliminates barriers to group communication, including hearing loss, background noise, and distance with crystal-clear audio delivered directly to tour participants so they hear every word.



**Provides a more engaging tour** – ListenTALK is a low-profile, portable system that users wear. There is nothing to carry, so they can focus on the sights around them and the stories and information their guide is sharing. Push-to-talk functionality lets participants easily ask questions that others can hear, so there's no need to shout or repeat.



**Interpretation mode** – to meet the needs of international guests and provide the same great experience for everyone on the tour.



**Delivers a personalized experience** – The ListenTALK software suite enables the courier to customize the display on each unit and include each participant in a group tour for greater connection, regardless of the size of the group.



Listen**TALK**

Visit [ListenTALK.com](http://ListenTALK.com) today to request a demo kit.

PRODUCT LIST



**LK-1** ListenTALK Transceiver



**LA-480** Docking Station



**LA-451** Headset  
1-ear speaker  
with boom mic



**LA-401**  
Universal Ear  
Speaker



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