

VoCoVo

Faster, friction-free checkouts

How Asda streamlined till processes with Keypads

Asda is Britain's second largest retailer, with over 600 stores. VoCoVo worked with Asda to innovate its operations. A key target was enabling colleagues to resolve queries rapidly at checkouts, preventing delays and long queues.

What is a Keypad?

Our Keypad allows colleagues to summon help at the checkout or customer service desk. The 8 Keypad segments each generate a unique audible message to VoCoVo Headsets, indicating the location and need. For example 'Checkout 5 till rolls, Checkout 10 security.'



Features:

- Two way communication
- Supervisors can answer request remotely from Headset
- Queries can be dealt with, without returning to the till
- Independent from store Wifi
- Lightweight (360g including battery)
- Custom branded to your specification
- Hard wired, or rechargeable battery option that lasts up to a month

VoCoVo Keypads are designed to work with your existing ecosystem. With Keypads, calling for assistance has never been so simple.



Easy to install and scalable for your business



Doesn't depend on your internal Wi-Fi



Secure, thanks to our digital radio frequency

VoCoVo

How Asda used our Keypads

How Asda streamlined till processes with Keypads

Alongside our ecosystem of Headsets and Controllers, Keypads were installed at Asda checkouts to allow till staff to connect and request assistance from colleagues.



Rolled out to 375 stores



Delays at checkouts reduced



Customised Keypads, from price checks, to manager requests



Testimonial

“Each checkout now has a VoCoVo KeyPad installed which links up to the colleague headsets, allowing for 2 way communication between checkout colleagues and service hosts, thus being able to assist customers in-store quickly and efficiently.”

Steve Edwards – Senior Manager | Asda Central Retail Operations



Give your team the best tools for the job

VoCoVo can transform the way you operate checkouts, resulting in a speedier, smoother till process. Speak to our team today about upgrading your ecosystem with Keypads:

Plan ahead for 2021 with VoCoVo

T. +44 (0) 3301 373789 | E. sales@vocovo.com | W. vocovo.com