



Making Voice Central to Fleet Success

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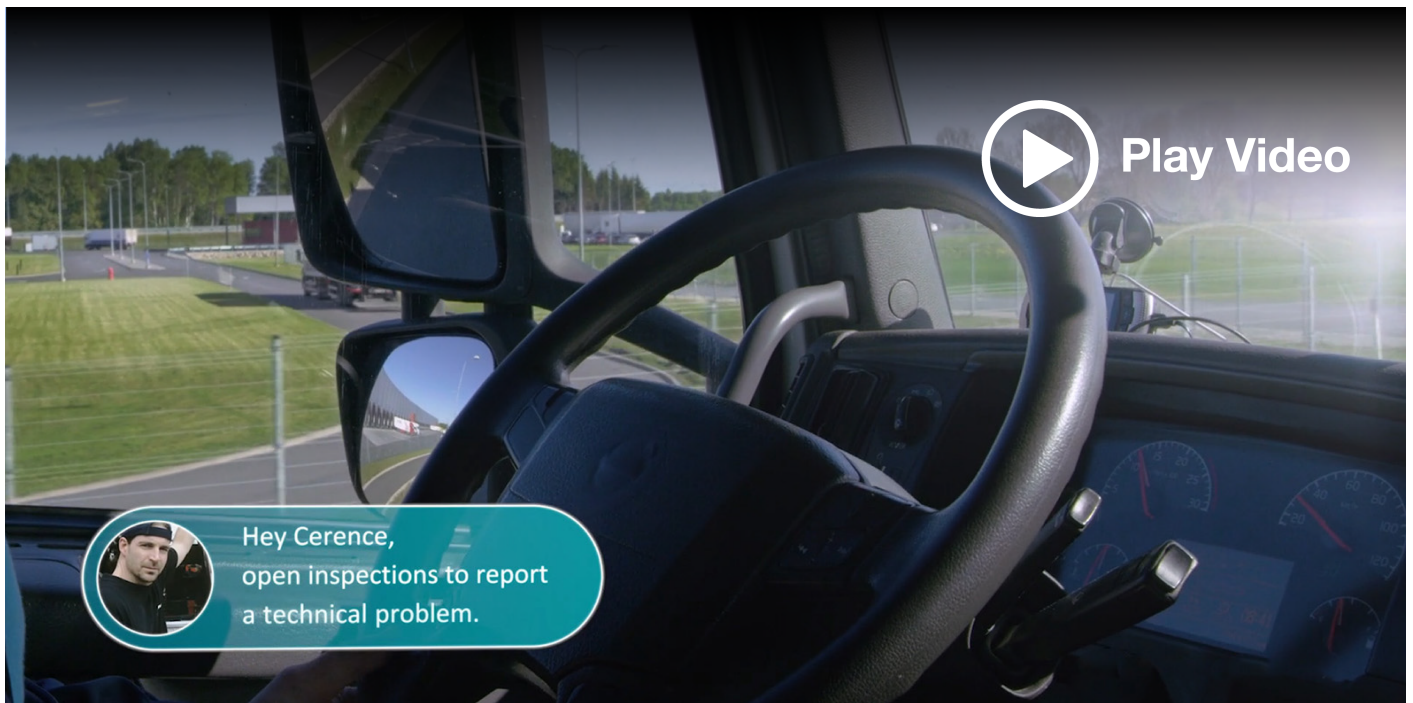
By Joe Iacobelli, Head of Sales Engineering, Americas

As e-commerce soars and global supply chains face challenges, fleet drivers are feeling the pressure. Drivers are faced with tightening delivery deadlines, increased traffic jams and growing reporting requirements, leading to burnout levels reaching an all-time high. According to the [FTI](#), Bob Costello, chief economist at American Trucking Associations, said the number of drivers in general freight in the US had dropped to 430,000, down from 465,000 people at the start of 2020.

Fleet managers need a way to overcome driver burnout by maximizing efficiencies and providing employees a safe, frustration-free experience on the roads. Cerence's Fleet Management offerings help to do just that.

Letting the Driver Do the Talking

By putting voice at the center of the driver experience, Cerence enables fleet management companies to connect with drivers while providing them a more efficient, safer way to do their jobs. This starts by automating manual tasks drivers must do throughout their shifts, from logging daily safety and maintenance reports to recording their hours. Drivers can talk to the same Cerence-powered in-car voice assistant they use for navigation and phone calls to complete administrative tasks – dictating and sending maintenance reports directly to the workshop and logging hours using just their voice. This streamlines the often-frustrating administrative work drivers must do while also allowing fleet managers and maintenance professionals to keep tabs on fleet activity and address vehicle issues before they become hazardous.



Getting a Digital View of the Fleet

Not only does Cerence Fleet Management simplify the driver's day-to-day life on the road, it also offers a succinct and centralized way for fleet managers to keep track of their network of vehicles. Because it is integrated directly into the head unit of the vehicle, Cerence technology pulls from in-car sensor data to create a digital twin, or real-time replication, of the car in the cloud. This offers unprecedented insight into every fleet vehicle's software, maintenance reports, electronics and driver behaviors, showing everything from a truck's route and how much gas it has to whether or not the windshield wipers are on. Combined with geofencing technology, fleet managers can use Cerence technology to understand not just how a vehicle is moving but also where it is in relation to where it should be – information they can use to maximize operational efficiency and increase driver safety.

Bringing Smart, Connected Experiences to Your Fleet

Cerence meets the unique needs of fleet managers by offering:

- **Safety:** Driver Vehicle Inspection Reports (DVIR), driver behavior scores, crash detection and alerts, location and geofencing
- **Security:** Tow and break-in alerts and remote ops for maintenance monitoring
- **Vehicle Health:** maintenance reminders, diagnostic trouble decoder, and remote battery, fuel and odometer readings
- **Convenience Services:** Trip monitoring, roadside assistance and voice assistance

By automating the repetitive reporting requirements drivers face and giving fleet managers a granular, accurate view of what their fleet is doing at any given moment, Cerence technology can turn any fleet into a connected fleet. It ensures driver safety and job satisfaction while keeping vehicles working at their best for as long as possible.

If you're ready to start making voice work for you and your fleet, connect with us to learn more.