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(54) **LISTENING TO THE FRONTEND**

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(57) **ABSTRACT**

In some embodiments, apparatuses, and methods are provided herein pertaining to sound analysis in a shopping facility. In some embodiments, a system comprises one or more sound sensors distributed throughout at least a portion of a shopping facility and configured to receive at least sounds resulting from activity in the shopping facility and a control circuit, the control circuit configured to receive, from at least one of the one or more sound sensors, audio data, receive an indication of an employee, correlate the audio data and in the indication of the employee, and determine, based at least in part on the audio data and the indication of the employee, a performance metric for the employee.

20 Claims, 6 Drawing Sheets