VoiceCyber

VoiceCyber Release New Generation of SoIP Client Product, Voice Recording, Video Recording, Screen Recording, Forwarding, Indicator Light, Subtitle

— SoIP v.3.5.1 —

VoiceCyber is pleasant to announce the new generation of SoIP Client Product, Voice Recording, Video Recording, Screen Recording, Forwarding, Indicator Light, Subtitle. Client Product SoIP v3.5.1 (GA Release) is officially released to provide new options for heterogeneous recording and smart office.

New generation of SoIP voice recording, video recording, screen recording, forwarding, indicator light and subtitle allow to record, monitor and display the following operations of PC user based on requirement:

- Conversation process, achieve IP conversation recording by through PC sound card, support Wechat call, Dingtalk call, etc.
- Facial status, achieve computer webcam recording, able to integrate with artificial intelligence engine
- Operation behaviour, achieve computer screen recording, able to integrate with artificial intelligence engine
- Media forwarding, achieve forwarding of 16K or above webcam data, screen data and AVoIP voice
- Working status, SoIP Light displays the working status of the PC user by displaying Idle (Green), Busy/Do not disturb/Recording (Red), Need assistant/Alarm (Flashing red)
- Subtitle display, display the text subtitle of transcripted voice or working notification message through a transparent subtitle frame

SoIP is a super client product based on client PC, which provide a 360° omni-directional recording and monitoring on the PC user operation. With the latest peripheral integration, it provides more feasibility and posibility for intelligent cooperation between human-human and human-machine.

Released version added new features, refer to below information for detail. For more information, please access to www.voicecyber.com, or call 021-51877890.

SoIP v.3.5.1 New Feature:

- Screen recording post-processing function
- Recording file segregation according to preset duration
- Acquire recording status via Kafka universal interface
- Send start/ stop recording command via Restful development interface
- Added real time status monitoring, start/ stop control and live monitoring features in SoIP Manager
- New multi-purpose indicator light (SoIP Light) is added to display real time agent conversation status and recording status
- Support WeChat, DingTalk, Zoom, Tencent Meeting conversation recording
- Forward the RTP packet with audio data from speaker and microphone of SoIP client to VCLog or DCLog for recording
- New SoIPClientUI application, support V2T (Voice to Text), display result in real time (Depending on VoiceCyber IBAE Intelligent Bridging System), snapshot of camera image to clipboard and recording logs display

Stop Technical Support Service

From 31/3/2022 onwards, VoiceCyber will stop providing any technical support services for SoIP 3.3.

For the existing user who were already installed with SoIP 3.3 still able continue to use. However, for security reason, VoiceCyber will not recommend the continuing usage of version SoIP 3.3. It is recommended to upgrade to version SoIP 3.3.1 or above.

Software Upgrade and Installation

SoIP software installation and upgrade can only be performed by professional service team of VoiceCyber or certified partners of VoiceCyber. Learn more information by the following:

- Contact your client manager
- Contact hotline: 021-51877890

If you have any questions, please contact us.
www.voicecyber.com

VoiceCyber was established in year 2001, is a solution provider that focusing on customer interaction intelligent management. Our solution users covered industries such as banking, insurance, fund management, government service, telecommunications, public utility, public security, power and energy, transportation, and other industries. Company headquarter was established in Shanghai, subsidiary companies were established in Beijing, Guangzhou, Shenzhen, Chengdu and Changsha. Sales and services network are spread all over the world including Hong Kong, Tokyo, and Kuala Lumpur. VoiceCyber has been dedicated to providing a complete customer interaction and intelligence management solution to Greater China and other Asian regions.