VoiceCyber

VoiceCyber Release New Generation of

Contact Center Intelligent Bridging Product IBAE 2

— Version 21.0.000.0 —

VoiceCyber is pleasant to announce the new generation of Contact Center Intelligent Bridging Product IBAE 2 (v21.0.000.0) (GA).

The latest version of Contact Center Intelligent Bridging Product IBAE 2 (Intelligent Bridge of Analytics Engine) helps contact center to quickly integrate with different communication and intelligent engine platforms in innovative, compatible, open and free switching method. Furthermore, this helps companies to flexibly deploy artificial intelligence applications, quickly resolve technical challenges, more flexible on choose products and services and prepare two dispatching capabilities (communication dispatching capability and intelligent dispatching capability) for future business applications with constant adjustments.

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

IBAE 2 (v21.0.000.0) New Feature:

- Provide voice stream live forwarding standard interface (UDP/ HTTP/ SIPREC/ MRCP protocol)
- Support voice stream live forwarding based on condition (Based on extension/ channel ID/ agent ID/ role conditions)
- Added guardian feature for IBAE Server, and generate statistic of concurrent amount of IBAE voice stream live forwarding
- Added integrated engine list (Emotibot, d-Ear Technologies, Recurrent AI, Jingdong Financial Technology, VoiceAI Technologies)

Stop Technical Support Service

From 31/3/2022 onwards, VoiceCyber will stop providing any software security update, software feature development, software compatibility optimization, software feature optimization, etc. for IBAE.1.3.0. Please see official website announcement for detail. From 31/3/2022 onwards, VoiceCyber will stop providing technical support for IBAE 1.3.0 or older version.

For the existing user who were already installed with IBAE 1.3.0 still able continue to use. However, for security reason, VoiceCyber will not recommend the continuing usage of version IBAE 1.3.0. It is recommended to upgrade to IBAE 2 (v21.0.000.0) or above.

Software Upgrade and Installation

IBAE software update is for client who purchased IBAE 1.3.1, IBAE 2 (v21.0.000.0) including software update of the corresponding version.

IBAE 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
- Call us for details

If you have any questions, please contact us.

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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.