VoiceCyber

VoiceCyber Release New Version of

Multifunction Client Product SoIP 3

— Version 22.0.000.0 —

VoiceCyber released the new generation of Multifunction Client Product SoIP 3 (v22.0.000.0) (GA) version, to provide new option for contact centers.

SoIP 3 is a new generation of client product with rich features such as agent voice, video and screen recording, media forwarding, display of network message, operation log, agent light and subtitle, etc. It provides a full dimensional of agent voice, video and screen recording and monitoring, which achieve an intelligent collaboration between local agents, remote agents and contact center.

SoIP 3 is a client product that is based on agent PC, which provide 360° comprehensive recording and monitoring on the agent PC. SoIP Light multifunction indicator light able to live monitor and display the agent working status. This allows administrator to judge whether this agent require assistance, interference, or transfer to another skill group. This efficient and quick problem-solving solution achieves the possibility of human-machine and human-human intelligent collaboration. At the same time, SoIP 3 able to integrate with VoiceCyber's behavior detection system IDHA, to enable administrator to remotely control client PC interference or popup windows, in order to mitigate any contact center operation risk.

SoIP 3 has powerful feature which support various communication channel recording including cloud communications, cloud collaboration and cloud live broadcast. By integrating with artificial intelligence engines, agent facial status, business operation behavior, speech-to-text transcript subtitle result and notification messages could be displayed in pop up windows to assist agent on daily business operation. AI engines integration will require webcam data, screen data and 16K or above VoIP voice stream data via media forwarding.

SoIP 3 is also able to capture PC operation log and store in VCLog centralized recording system. Integration with OCR engine will allow recognition of the windows name and the text information in the windows, then extract information and centralized storage. Multidimensional log information could be retrieved while playback on VCLog voice and video recording system. Contact center intelligent quality inspection ICCM could also retrieve the same additional log to provide more basis for quality monitoring services. 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 3 (v22.0.000.00) New Feature:

- Capture client HTTP data packet

- Capture keyboard and mouse activity status information

- Capture USB device change status information

- Support voiceprint registration and verification process and status display

- SoIP ClientUI display recording and related data

- Enter related data while recording

- SoIP Manager able to batch configure client parameter, quick save and clone parameter

- Start/ stop recording via time with configurable timeframe

- Integrated with LMS to control concurrent client login amount

- Optimize server configuration feature

Stop Technical Support Service

From 1/4/2023 onwards, VoiceCyber will stop providing technical support and services for SoIP 3.4.

For the existing user who were already installed with SoIP 3.4 still able continue to use. However, for security reason, VoiceCyber will recommend to upgrade to SoIP 3.5 or above.

Software Upgrade and Installation

SoIP 3 update is compatible to the client who purchased SoIP 3 (v3.5.1), SoIP 3 (v21.0.000.0) and SoIP 3 (v21.1.000.0), included the software upgrade of the corresponding version.

SoIP 3 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: 021 5187 7890

If you have any questions, please contact us.

www.voicecyber.com

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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.