VoiceCyber

VoiceCyber Release New Version of MediaHUB

Intelligent Media Processing Center Products

— Version 22.0.000.0 —

VoiceCyber released the next-generation MediaHUB (v22.0.000.0) Intelligent Media Processing Center (GA) version to help contact centers meet the challenges of video applications.

Omni-channel video access and collaboration not only enrich the contact center customer service business scenarios, but also put forward higher requirements for the image quality of video and screen recording files. VoiceCyber's intelligent media processing center, MediaHUB, can use powerful intelligent optimization algorithms to improve the quality of video images and solve problems such as images incoherent, stuttering and flickering during playback. In addition, the impact of green screen, black screen, etc. can be eliminated, so that VCLog 10 contact center audio and video recording, SoIP 3 multi-function client recorded video and screen file playback smoother.

MediaHUB is powerful enough to "slim down" bandwidth and storage. Video and screen recordings are typically large, consume a lot of bandwidth during transfer, and take up a lot of storage space when archiving. The long-standing contradiction of "narrowband-HD" was not alleviated until browsers began supporting H.265 encoding. MediaHUB converts video and screen recording files into H.265 encoding format for playback in a browser. At the same time, it provides a flexible and effective compression strategy that allows contact centers to easily meet the challenges of larger bandwidth and more storage space.

MediaHUB has an efficient optimization system, which can obtain the recorded video image files from the VCLog audio and video recording server immediately or on demand, and use intelligent and innovative algorithms to optimize, transcode, compress and other processing of image files according to customer needs. At the same time, the optimized video image files can also be sent directly to the storage server for archiving and storage.

MediaHUB can also support hardware acceleration, cooperate with professional hardware equipment DC-NGPU, use the high concurrent processing capacity of GPU to accelerate video and screen recording files, video encoding and compression to meet a variety of management requirements for data files, and provide more abundant management methods for contact centers.

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

MediaHUB（v22.0.000.0） New Feature:

- Video file encoding conversion, H.264 &H.265 interconversion
- Video merging, support picture-in-picture
- Audio and video file synchronization and merging
- Video file resolution conversion
- Add synchronized subtitles to video files

Software Upgrade and Installation

MediaHUB 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.