VoiceCyber宇高

VoiceCyber Release New Generation of
Contact Center Intelligent Bridging Product IBAE 2
— Version 23.0.000.0 —

VoiceCyber is pleased to announce the new generation of Contact Center Intelligent Bridging Product IBAE 2 (v23.0.000.0) (GA).

Intelligent infrastructures for contact center are bringing unprecedented challenges to contact center nowadays. VoiceCyber's contact center intelligent bridging product IBAE 2（Intelligent Bridge of Analytics Engine）able to integrate with various communication platforms with innovative, compatible and open methods, and then flexibly integrate and switching between artificial intelligence platforms. This assists company in quick artificial intelligence application deployment and products or services selection in time in order to solve challenges during operation. Application of IBAE 2 enables company to cater with communication dispatch capability and intelligent dispatch capability for business applications that are constantly adjusted in the future.

The captured media data from VCLog contact center voice and video recording, can be transmitted via powerful IBAE 2 to different AI engines such as voice recognition, emotion recognition, voiceprint recognition, face recognition, image recognition, etc., in a lossless and real-time manner. This is to meet the needs of intelligent construction and business iteration of the contact center. With SoIP 3 contact center edge recording, supplemented by IDHA contact center intelligent discovery, it can monitor, analyze agent computer operation behavior, video images, screen text pictures and other network data in real time, and immediately provide intelligent management methods for contact centers.

As an AI capable and real time voice dispatch platform, IBAE 2 able to centralized integrate between contact center and multiple intelligent applications and prevent repeated works. IBAE 2 allows interconnection and communication between base AI resources of each system. Intelligent application is greatly useful when it helps avoid repeated connections, repeated deployment, time saving and cost saving for both companies and system integrators.

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

IBAE 2 (v23.0.000.0) New Feature:

- Added IBAE system operation log to ensure the traceability of all configuration parameters
- Added a list of compatible ASR engines（OLARIS、FANOAI、XIAOIBOT、AILAB）
- Added real-time voice forwarding filter conditions (filtered according to Caller ID and Called ID)
- Optimize the transmission of control parameters in different transmission protocols to ensure that the receiver obtains the accurate RTP and metadata

Stop Technical Support Service

From 30/3/2024, VoiceCyber will stop providing technical support for IBAE 1.3.0 and earlier.

From 19/3/2024, VoiceCyber will stop providing any software security update, software feature development, software

compatibility optimization, software feature optimization, etc. for IBAE 1.3.1 and earlier. Please see official website announcement for detail.

For the existing user who were already installed with IBAE 1.3.1 or earlier 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 (v23.0.000.0) or above.

Software Upgrade and Installation

IBAE software update is for client who purchased IBAE 2 (v21.0.000.0), IBAE 2 (v21.1.000.0), IBAE 2 (v22.0.000.0), IBAE 2 (v23.0.000.0) 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.