VoiceCyber

VoiceCyber Release New Version of

Multifunction Client Product SoIP 3

— Version 23.0.000.0 —

VoiceCyber released the new generation of Multifunction Client Product SoIP 3 (v23.0.000.0) (GA) version, to provide new option for contact centers.

SoIP 3 is a multifunctional client product that integrates agent voice recording, agent video recording, agent screen recording, media forwarding, network messages, operation records, agent beacons, and subtitle display, which can perform full-dimensional recording supervision such as recording, screen recording, and video recording for agents using computers, and meet the heterogeneous scenarios of intelligent collaboration between remote agents, local agents, and contact centers.

The latest release of SoIP 3 (v23.0.000.0) adds a powerful toolbar, which provides agents with a variety of recording control and playback methods, and can quickly play back and add bookmarks while recording, improving retrieval efficiency. For multiple complex application scenarios such as PCI-DSS 3.0, on-demand recording, and on-demand saving, SoIP 3 also provides a one-click control function, which is convenient for agents to independently choose to record and save specific call records as needed. The embedded intelligent announcement function allows agents to select the audio files to be read out on the Toolbar with one click, and automatically play the pre-recorded relevant product information or legal and regulatory documents to customers, so as to avoid errors in the manual announcement process to meet regulatory requirements or business needs.

SoIP 3 conducts 360° all-round recording and monitoring around the behavior of computer users, combined with SoIP Light multi-purpose indicator light, it can comprehensively monitor the work status of agents in real time, so that administrators can timely judge whether agents need the intervention and assistance of colleagues, or need to transfer calls to other skill groups. With the TX100 (NR) network tapping box, SoIP can also record VoIP hardware phones, capture the call sound and obtain the call's entourage information, providing enterprises with more critical information.

SoIP 3 can support the recording of multiple communication channels such as cloud communication, cloud collaboration, and cloud live broadcast, and forward camera data, screen data, VoIP voice of 16K and above and network messages through the VoiceCyber IBAE intelligent bridge system on demand or on demand, and connect with various artificial intelligence engines in real time to record, monitor, and display the work status and business operation behavior of agents. In addition, text subtitles such as voice transcription results and notification information can be displayed in the transparent subtitle box to intelligently assist the agent, and intelligent applications such as face recognition or voiceprint recognition can also be realized on the agent side. At the same time, combined with VoiceCyber's IDHA contact center intelligent discovery system, supervisors can remotely control client computer screen interception, pop-up alarms, etc., effectively reducing the operational risks of the contact center.

SoIP 3 can also centrally store the captured computer operation logs in the VCLog central recording system, and can combine the OCR recognition window name and the text information in the window, extract the text in the screen recording information and store it together. The multi-dimensional log information can be restored through the VCLog recording and recording system, and at the same time, it can add records and supplement for the future use of the contact center

data insights VCInsight, providing a more dimensional basis for further service quality management.

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（v23.0.000.0）New Feature：

- Added full-screen watermark

- Added announcement through client

- Added a record of cache operations when the network is disconnected

- Added PireVoice sound card one-click start and stop

- Added continuous recording while client and server lost connection

- The number of faces captured by the camera can be recognized

- Control the camera via SoIP Toolbar

- Supports packet capture and recording of physical phones with TX100 (NR)

- Support the process and status display of face registration and face authentication

- Support to customize the Logo of the IDHA lock screen blocking function screen

- Play the audio recordings generated after logging in through the SoIP ClientUI

- Some functions of SoIP Manager have been added to the VCLog page settings

- Support for direct push of two-channel voice streams (MRCP protocol) to IBAE

- Optimized the server-side parameter configuration function, and supported the basic parameters to take effect in real time

- Added Linux client (only supports screen recording and monitoring, no SoIP ClientUI)

- Add bookmark notes while recording via SoIP Toolbar (server-side recording mode only)

Stop Technical Support Service

From April 1, 2024, VoiceCyber will stop providing technical support for SoIP v3.5 and earlier.
Although you can continue to use SoIP v3.5, for security reasons, we recommend that you migrate your system to SoIP 3 (v23.0.000.0) and above as soon as possible.

Software Upgrade and Installation

SoIP 3 software updates are available to customers who have purchased VoiceCyber support services, and the software versions available for update include SoIP 3（v3.5.1）、SoIP 3（v21.0.000.0）、SoIP 3（v21.1.000.0）、SoIP 3（v22.0.000.0）、SoIP 3（v23.0.000.0）.
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

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.