

VoiceCyber Release New Version of Contact Center Voice and Video Recording Product VCLog 10 – Version 25.0.000.0 –

VoiceCyber releases new generation VCLog 10 (v25.0.000.0) contact center voice and video recording product (GA) version.

VCLog 10, the core product of VoiceCyber, is a next-generation contact center recording and video capture solution. Through continuous upgrades and innovation, it has evolved from supporting various communication line recordings to encompassing the capture of audio, video, screen interactions, and other omnimedia. It also integrates with various mainstream AI engines for speech and image analysis, enabling intelligent management of customer interactions for contact centers.

The newly released VCLog 10 (v25.0.000.0) deeply integrates the powerful technology combination of OpenJDK 21 and Spring Boot 3, building a forward-looking, enterprise-grade technological foundation. Through a comprehensive restructuring of the technical framework and the introduction of advanced parallel processing technologies, this new version achieves significant breakthroughs in stability and security. It provides more reliable technical support for enterprise-level applications, helping customers efficiently tackle challenges in complex business scenarios.

The latest upgrade incorporates the newest "OpenAI Whisper" transcription model and seamlessly integrates various Large Language Models (LLMs) such as Qwen, DeepSeek, and Llama. This enables the extraction of customer intent, sentiment analysis, call summaries, and other insights from call content. It lays a solid foundation for quality assurance and big data analytics, helping enterprises unlock the value

of recording data and build a full-stack AI-powered platform, forming an efficient and intelligent solution matrix. Combined with the multi-dimensional data captured by VCLog, it provides robust technical and data support for upgrading intelligent applications across multiple scenarios, aiding enterprises in their digital transformation and innovation journey.

The newly introduced VCLog UM (Unified Management) solution for unified recording management seamlessly integrates with the native recording capabilities of mainstream CCaaS platforms (such as Amazon Connect, Genesys Cloud, Zoom Contact Center). It synchronizes cloud recording data to on-premises storage for unified querying and management. This effectively reduces reliance on cloud resources and significantly lowers the high costs associated with long-term cloud data storage, enabling more efficient cost control for businesses. It also mitigates the risks of data leakage and attacks associated with cloud storage, reducing security vulnerabilities for recorded data. Furthermore, when combined with VCMigrate & VCBot products, it can synchronize third-party recording data from various scenarios, enabling cross-vendor data synchronization. This provides a unified query interface and, leveraging its built-in AI integration and analysis capabilities, unlocks the potential value of data.

Released version added new features, refer to below information for detail. For more information, please access to www.voicecyber.com, or call +86-21-51877890.

VCLog (v25.0.000.0) New Feature:

1. Added Archiving Policy Configuration
2. Added SNMP MIB File Download
3. Added Google Authenticator, enriching OTP (One-Time Password) based authentication methods
4. Supports unified translation of Whisper transcriptions into English
5. Supports text replacement for Whisper transcription results
6. Supports Legal Hold, ensuring compliant records are retained and not deleted

7. Supports exporting all records matching the current query criteria (in XLS format)
8. Supports unified querying for recordings integrated with Zoom Contact Center, Genesov Cloud, and Amazon Connect, effectively reducing cloud storage costs and security risks
9. Offline transcription results can be forwarded to Kafka for consumption by other applications
10. Provides RESTful API interfaces for third parties to retrieve recording transcripts, summaries, and other AI inference content
11. Single Sign-On (SSO) unified authentication server, supporting integration with internal systems such as VCBridge, VCDiscovery, and VCInsider
12. Integrates with LLMs like Qwen, DeepSeek, and Llama to automatically generate call summaries and categorize calls with AI tags for intent, customer satisfaction, etc.

Stop Technical Support Service

Starting December 9, 2025, VoiceCyber will no longer provide the following services for VCLog 10 (v21.0.000.0): software security updates, customized feature development, software compatibility optimization, or software performance optimization. For details, please refer to the official announcement.

Beginning December 9, 2026, VoiceCyber will discontinue all technical support for VCLog 10 (v21.0.000.0).

Users who have installed VCLog 10 (v21.0.000.0) may continue to use it. However, for security reasons, VoiceCyber strongly recommends migrating to VCLog 10 (v25.0.000.0) as soon as possible.

Software Upgrade and Installation

VCLog software update is available to customers who have purchased VCLog 10 (v21.0.000.0), VCLog 10 (v21.1.000.0), VCLog 10 (v22.0.000.0), VCLog 10 (v23.0.000.0), and VCLog 10 (v25.0.000.0). It includes the corresponding software updates for these versions.

VCLog 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: +86-21-51877890



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, Kuala Lumpur, and Seoul. VoiceCyber has been dedicated to providing a complete customer interaction and intelligence management solution to Greater China and other Asian regions.