

## VoiceCyber Release New Version of Contact Center Data Insights Product VCInsider – Version 25.0.000.0 –

**VoiceCyber releases new generation VCInsider (v25.0.000.0) contact center data insights product (GA) version.**

Every customer interaction holds a wealth of hidden needs. How can you truly hear the customer's voice, clearly understand their requests, and comprehend their expectations? VoiceCyber's VCInsider Contact Center Data Insight solution leverages multi-source data—including customer voice, video, and images—augmented by AI and big data technologies for multi-dimensional analysis. It accurately categorizes, summarizes, and investigates massive volumes of customer interaction data, promptly identifies and diagnoses issues within business processes, continuously uncovers deeper customer needs, and helps contact centers consistently enhance customer satisfaction and strengthen customer loyalty. By establishing a real-time customer feedback response mechanism, it precisely captures customer pain points, forming the foundation for building tiered loyalty programs. Through incentives like points systems, exclusive benefits, and personalized services, it deeply activates customers' repurchase intentions, driving the shift from short-term transactions to long-term value. VCInsider also tracks agent service quality, accurately evaluates sales metrics such as sales volume and customer count, deeply explores potential business opportunities, improves sales conversion rates, and provides solid data support for businesses venturing into new markets and exploring new business directions.

VCInsider integrates a data classification engine, correlation analysis models, and a real-time alert module.

Leveraging AI and big data, it performs comprehensive data analysis, automatically handles data

cleansing, tagging, and behavioral clustering, precisely identifies issues and needs, and constructs a panoramic view of the customer journey to track experience pain points and satisfaction trends. It transforms insights into actionable foundations for product, service, and marketing decisions, enabling a shift from passive to proactive intelligent service and enhancing customer lifetime value.

VCInsider features a built-in intelligent data integration engine that automatically synchronizes full media data from platforms such as VCLog, SoIP, MoIP, and FAPs. This includes core data assets like call recordings, text messages, video images, interaction summaries, caller intent, business type identification, and customer satisfaction assessments into the system. Furthermore, it enables multi-dimensional secondary analysis based on a pre-defined tagging system. Through automated data cleansing and intelligent correlation analysis, it delves deep into customer behavior patterns, service hotspots, and potential risks, providing precise data insight support for business decision-making.

VCInsider innovatively establishes an intelligent data extraction matrix. It uses models as the horizontal axis to build a dynamic categorization system and data attributes—such as business properties and interaction characteristics—as the vertical axis to create an analytical coordinate system. Through this multi-level intelligent classification architecture, the system can accurately pinpoint the data chain related to core customer needs.

VCInsider empowers enterprises to hear the customer's voice. This involves extensively gathering customer opinions and suggestions and representing these voices in the form of data. Enterprises utilize various channels to collect the customer voice, while also needing to cleanse, deduplicate, and categorize this data to ensure its accuracy and usability.

Through data analysis, VCInsider enables users to better understand customer needs, thereby focusing on customer pain points and subsequently predicting future customer requirements. This allows for timely responses to customer needs in the future.

Released version added new features, refer to below information for detail. For more information, please access to [www.voicecyber.com](http://www.voicecyber.com), or call +86-21-51877890.

## **VCInsider (v25.0.000.0) Key Features:**

### **1. Speech Recognition**

Utilizes an advanced speech recognition engine for transcription, speaker diarization, silence detection, rate-of-speech detection, keyword extraction, and other analytical processing to generate corresponding text-based analysis results.

### **2. LLM-Powered Analysis**

Employs large language models (LLMs) to analyze and classify recordings by categories including business, product, feedback, complaints, etc., laying the groundwork for subsequent data correlation and categorization.

### **3. Business Classification**

Based on the transcription, the system performs business-level segmentation of the call to facilitate downstream data association and categorization.

### **4. Categorized Trend Analysis**

Displays trend curves of recordings over time by business category, enabling customers to understand the emergence patterns of recordings across different business segments.

### **5. Correlation Analysis**

Performs cross-dimensional analysis and step-by-step drill-down across business fields, metadata fields, business categories, satisfaction levels, and other dimensions, progressively narrowing down the scope within massive volumes of recording data for precise targeting.

### **6. Customer Information**

Allows entry of customer information, which is displayed alongside the recording during playback, making it easy to understand customer preferences and habits.

## 7. Alert Management

Categorizes recordings that exceed preset thresholds and notifies relevant personnel via email or in-app messages, enabling customers to stay informed of trends or dynamics uncovered from the recordings. Customers may also subscribe to email or message alerts for specific categories of recordings.

### Software Upgrade and Installation

VCInsider 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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[www.voicecyber.com](http://www.voicecyber.com)

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.