

VoiceCyber Release New Version of VCBridge Media&AI Connect Product – Version 25.0.000.0 –

VoiceCyber has released a new version of VCBridge Media&AI Connect (v25.0.000.0) product (GA) version.

VoiceCyber's VCBridge Media&AI Connect (Formerly known as IBAE), allows contact center to quickly integrate with different communication and intelligent engine platforms in an innovative, compatible, open and free switching. Furthermore, this helps companies to flexibly deploy artificial intelligence applications, quickly resolve technical challenges, more flexible on choose products and services. This enable contact center prepared with two dispatching capabilities (communication dispatching capability and intelligent dispatching capability) for future business applications with constant adjustments.

The release of this new version not only signifies a brand name upgrade (from IBAE to VCBridge) but also marks VoiceCyber's reconstruction of the VC product ecosystem. The new version deeply integrates the golden technical combination of OpenJDK 21 and Spring Boot 3, establishing a forward-looking enterprise-grade technical foundation for VCBridge. Through the restructuring of the technical framework and the introduction of advanced parallel processing technologies, this version achieves significant breakthroughs in stability and security, providing more reliable technical support for enterprise-level applications and enabling customers to efficiently tackle challenges in complex business scenarios.

The newly released VCBridge drives innovation in the intelligent application ecosystem of contact centers. VCBridge can push agent computer data captured by SoIP to various AI engines in real time, perform judgment and data analysis based on predefined logic in the VCDiscovery AI Supervisor system, and

display conclusions in real time on the VCDiscovery interface. This allows team leaders to detect predefined scenarios instantly and intervene promptly or provide assistance, significantly improving agent service quality while ensuring business process compliance.

As an intelligent tool, VCBridge enables mutual utilization of foundational AI resources across systems, avoiding redundant connections and redundant development. It helps enterprises and integrators save time and costs, allowing intelligent applications to deliver greater value.

Details of what's new in the release are listed below, and for more information, please visit www.voicecyber.com, or call 021-51877890.

VCBridge (v25.0.000.0) New Feature:

- IBAE has been renamed to VCBridge
- Added support for displaying version numbers of certain engine interfaces
- Added support for VCLog SSO login
- Added support for the AWS engine
- Added support for the IFLYTEK-TULING engine
- Added support for the IFLYTEK-KXJL engine
- Added support for the IFLYTEK- RH engine
- Added support for the DOLPHIN engine
- Added WebSocket standard real-time voice streaming forwarding interface.
- Added VCBridge self-test transcription, supporting partial engine transcription text display

Stop Technical Support Service

From June 16, 2025, VoiceCyber will no longer provide technical support and services for IBAE 1.3.1.

From February 9, 2026, VoiceCyber will no longer provide services such as software security updates, customized software feature development, software compatibility optimization, and software

performance optimization for IBAE (v21.0.000.0) and lower versions. For details, please refer to the official announcement.

Although you can continue to use IBAE (v21.0.000.0), for security reasons, we recommend that you migrate your system to VCBridge (v25.0.000.0) as soon as possible.

Software Upgrade and Installation

VCBridge software update is applicable to customers who have purchased IBAE (v21.0.000.0), IBAE (v21.1.000.0), IBAE (v22.0.000.0), IBAE (v23.0.000.0), and VCBridge (v25.0.000.0), including software updates for the corresponding versions.

VCBridge software installations and upgrades can only be performed by VoiceCyber's professional services team or VoiceCyber Certified Partners. In the meantime, you can learn more by:

- 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.