

VoiceCyber VCLog Product Portfolio Naming Upgrade

Artificial intelligence technology is evolving rapidly. To keep pace with AI development trends, accelerate the implementation of large language model capabilities, clarify product tier positioning and align with the Company's AI technology roadmap, we hereby issue this formal notice regarding the naming adjustment for the VCLog product family. This naming change will take effect starting with the upcoming VCLog 10 Version 25.0.000.3. Details are as follows:

一、Product Naming Upgrade

Former VCLog Standard: Officially renamed to VCLog STD. This is solely a naming change from "Standard" to its abbreviation "STD". All existing product features, service continuity and contractual terms remain unchanged. Valid contracts and entitlement licenses for legacy VCLog Standard will be automatically mapped to VCLog STD with no contract amendment required. During the transition period, the Pricebook will be marked as VCLog STD (VCLog Standard), where the name in parentheses refers to the legacy product name.

Former VCLog Advance: Officially renamed to VCLog LLM. This is solely a naming change. All existing product features, service continuity and contractual terms remain unchanged. Valid contracts and entitlement licenses for legacy VCLog Advance will be automatically mapped to VCLog LLM with no contract amendment required. During the transition period, the Pricebook will be marked as VCLog LLM (VCLog Advance), where the name in parentheses refers to the legacy product name.

New Product: VCLog AI+ is added to the VCLog portfolio. Designed for advanced intelligent business scenarios, it delivers enhanced AI capabilities as the flagship edition with a richer set of AI features.

二、Transition Arrangements after Naming Upgrade

A transition window is established for this naming upgrade. During the transition period, both legacy and new product names are acceptable for quotations, contracts, deliverables and official documentation. Upon the end of the transition period, only the new names shall be used uniformly across all quotations, contracts, deliverables and official documents. This adjustment will not impact ongoing project delivery, technical support or online services.

三、Updated Product Portfolio

VCLog STD: STD Edition (Former VCLog Standard)

VCLog LLM: LLM Edition (Former VCLog Advance)

VCLog AI+: AI+ Edition

Should you have any questions regarding this naming upgrade, please contact your account manager or product support team.

Thank you for your continued trust and support.



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.