

VoiceCyber Officially Release New Generation Contact Center Intelligent Quality Inspection Product ICCM —Version 21.0.000.0 —

VoiceCyber is pleasant to announce new generation of Contact Center Intelligent Quality Inspection Product ICCM (GA).

The new generation of contact center intelligent quality inspection product ICCM effectively shortening the feedback cycle of customer experience through automated records, intelligent analysis and intelligent evaluation. This allows manager carry out customer behaviour data mining through big data analysis and continue providing customers with excellent customer service experience while making effective basis for market decisions. Contact center achieves goals and increase business value through extracting the valuable data from complex data, which provides insights to company while increase industry compatibility.

Main Feature :

- **Speech Recognition**
Adopt speech recognition engine to transcript voice, separate speaker, mute detection, speech rate detection, keyword extraction and generate an analysis result
- **Intelligent Inspection Policy**
Provide flexible and configurable quality inspection policy that similar to business scenarios, such as service compliance, common opening and closing words, polite term, mute detection, speech rate detection, etc.
- **Visualized and Vertical Playback,**
Visual display of voice conversation, content and timeline; highlighted words during voice playback; click on keywords for direct locate and playback
- **Full Text Search**
Clear conversation content with separation display of agent and client speech
Allow quick search and locate required information by using business model
- **Automatic Full Intelligent Quality Inspection**
Conduct full quality inspection towards massive amount of call recordings; distribute the high risk conversation to human quality inspector for manual inspection when detected abnormal speech rate, abnormal tone, compliance words, and prohibited words from service agents.
- **Intelligent Compliance**
User able to customize a compliance category based on voice tagging technology such as red line violation, forbidden words violation, etc. Furthermore, business related type, market activity type, product related type and competitor related type can be customized based on actual needs.
- **Data Mining**
Generate quality inspection statistic, risk analysis, business root analysis and hot trend analysis, to locate the root cause of abnormal business and customer loss. Hot trend analysis helps to explore business hot trend and the changes of it for new business venture or marketing activity.
- **Manual Quality Inspection**
Support machine-human cooperation method to conduct manual inspection on automated inspected analysis result to increase the result accuracy.

Stop Technical Support Service

Based on security concern, VoiceCyber is not recommending to continue using ICCM 1 or older version and suggesting to migrate to ICCM 2 (v21.0.000.0) or version above. However, ICCM 1 or older version are still available for continue usage.

Software Update and Installation

ICCM software update is for client who purchased ICCM 2 (v21.0.000.0), including software update of the corresponding version. ICCM 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 question, 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.