

## VoiceCyber Release New Generation of Contact Center Voice and Video Recording Product VLog 10 — Version 21.0.000.0 —

VoiceCyber is pleased to announce the new generation of Contact Center Voice and Video Recording Product VLog 10 (v21.0.000.0) (GA).

The latest version of contact center voice and video recording solution supports recording of various communication channel including analog, digital, digital trunk and VoIP. In the complex environment of VoIP, VLog 10 able to record IP phone and video through several methods included port mirroring, conference, SIPREC, etc.

VoiceCyber able to support massive capacity requirement of contact center to achieve centralized configuration and maintenance of recording servers. Single server supports 3000 channel of register and 1500 channel of concurrent recording. This will meet the requirement of massive business volume system which is the best option for contact center voice and video recording solution.

Released version added new features, refer to below information for detail. For more information, please access to [www.voicecyber.com](http://www.voicecyber.com), call us for details.

### VLog 10 (v21.0.000.0) New Feature:

- Fully support localization (Support Zhaoxin and arm architecture local server platform, support operating system such as openEuler and Unintech UOS, support local database such as DM8)
- Support national algorithm (SM3, SM4)
- Comply with PDPA, support external number privacy protection
- Support file upload target storage (AWS S3/ Tencent Cloud COS)
- Added live monitoring feature for SoIP: Group view and Hunting view
- Support subtitle synchronized playback feature, voice and text synchronized playback (Required ASR engine integration)

### Stop Technical Support Service

From 31/3/2022 onwards, VoiceCyber will stop providing any software security update, software feature development, software compatibility optimization, software feature optimization, etc. for VLog 10.0. Please see official website announcement for detail.

From 31/3/2022 onwards, VoiceCyber will stop providing technical support for VLog 10.0.

For the existing user who were already installed with VLog 10.0 still able continue to use. However, for security reason, VoiceCyber will not recommend the continuing usage of version VLog 10.0. It is recommended to upgrade to VLog 10 (v21.0.000.0) or above.

### Software Upgrade and Installation

VLog software update is for client who purchased VLog 10.2, VLog 10 (v21.0.000.0) including software update of the corresponding version.

VLog 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 questions, please contact us.

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

Shanghai (HQ) : +86 21 5187 7890

Hong kong: +852 2578 9081

Kuala Lumpur: +603 7494 0560

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.