

VoiceCyber Release New Version of Contact Center Intelligent Bridging Product IBAE 2

— Version 21.1.000.0 —

VoiceCyber released the new generation of Contact Center Intelligent Bridging Product IBAE 2 (v21.1.000.0) (QR) version.

Intelligent infrastructures for contact center are bringing unprecedented challenges to contact center nowadays. VoiceCyber's contact center intelligent bridging product IBAE 2 (Intelligent Bridge of Analytics Engine) able to integrate with various communication platforms with innovative, compatible and open methods, and then flexibly integrate and switching between artificial intelligence platforms. This assists company in quick artificial intelligence application deployment and products or services selection in time in order to solve challenges during operation. Application of IBAE 2 enables company to cater with communication dispatch capability and intelligent dispatch capability for business applications that are constantly adjusted in the future.

As an AI capable and real time voice dispatch platform, IBAE 2 able to centralized integrate between contact center and multiple intelligent applications and prevent repeated works. IBAE 2 allows interconnection and communication between base AI resources of each system. Intelligent application is greatly useful when it helps avoid repeated connections, repeated deployment, time saving and cost saving for both companies and system integrators.

Released version added new features, refer to below information for detail. For more information, please access to www.voicecyber.com, or call us for details.

IBAE 2 (v21.1.000.0) New Feature:

- Provide real time voice stream forwarding standard interface (UDP / HTTP / SIPREC / MRCP protocol) and support metadata configuration
- Newly added support third party voice stream real time input and output from IBAE via HTTP method
- Newly added import and export of configuration parameter
- Newly added third party artificial intelligence engine vendor integration (Volcengine, Kriston AI)

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 IBAE 1.3.0 or lower version. Please see official website announcement for detail.

From 31/3/2022 onwards, VoiceCyber will stop providing technical support for IBAE 1.2.0 or lower version.

For the existing user who were already installed with IBAE 1.3.0 still able continue to use. However, for security reason, VoiceCyber will not recommend the continuing usage of version IBAE 1.3.0. It is recommended to upgrade to IBAE 2 (v21.0.000.0) or above.

Software Upgrade and Installation

IBAE software update is for client who purchased IBAE 1.3.1, IBAE 2 (v21.0.000.0) including software update of the corresponding version.

IBAE 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.

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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.