

## VoiceCyber Release New Version of Contact Center Voice and Video Recording Product VLog 10 — Version 21.1.000.0 —

VoiceCyber released the new generation of Contact Center Voice and Video Recording Product VLog 10 (v21.1.000.0) (QR) version.

VLog 10 is a new generation of contact center voice and video recording product, a core product of VoiceCyber. After continuous upgrade and innovation, VLog 10 now supports various communication channel including voice, video and screen recording. It could be integrated with mainstream artificial intelligence engine to achieve speech or image analysis, helping contact center in customer interaction intelligent management.

The newly released VLog 10 (v21.1.000.0) is embedded with Advance base and elastic enterprise search engine. It could be integrated with artificial intelligence speech engine ASR, system able to separate and transcript the voice of both agent and customer into text. This allows user to search recording according to text information which made a breakthrough from traditional search recording limitation. More innovative part will be the intelligent tagging and recording classification according to the preset policies which based on keywords, text logic or voice conflicts allow. "Robot helps to manage recording" is now finally achieved and provide a great data input to big data analysis and intelligent applications.

VLog 10 (v21.1.000.0) is a breakthrough of an era, to open a new chapter for recording system.

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

### VLog 10 (v21.1.000.0) New Feature (Apply with Advance base package):

- Support audio and text synchronized playback
- Preset keyword policy to conduct recording classification and archive
- Support keyword recording search
- Playback page support Text edit, copy and download
- Embedded with 60 hours of mono channel daily, ASR Speech Recognition Engine (Expandable)
- Embedded with Elastic enterprise search

### 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 and VLog 10 (v21.0.000.0) including software update of the

corresponding version.

VCLog 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.