

VoiceCyber Release New Version of

Multifunction Client Product SoIP 3

— Version 21.1.000.0 —

VoiceCyber released the new generation of Multifunction Client Product SoIP 3 (v21.1.000.0) (QR) version, to provide new option for contact centers.

SoIP 3 is a new generation of client product with rich features such as agent voice, video and screen recording, media forwarding, display of network message, operation log, agent light and subtitle, etc. It provides a full dimensional of agent voice, video and screen recording and monitoring, which achieve an intelligent collaboration between local agents, remote agents and contact center. By using together with the centralized management system VCLog, all voice, video and screen data could be centralized stored and managed for the search, playback and data analysis of the data.

SoIP 3 has powerful feature which support various communication channel recording including cloud communications, cloud collaboration and cloud live broadcast. By integrating with artificial intelligence engines, agent facial status, business operation behavior, speech-to-text transcript subtitle result and notification messages could be displayed in pop up windows to assist agent on daily business operation. AI engines integration will require webcam data, screen data and 16K or above VoIP voice stream data via media forwarding.

SoIP 3 is a client product that is based on agent PC, which provide 360° comprehensive recording and monitoring on the agent PC. SoIP Light multifunction indicator light able to live monitor and display the agent working status. This allows administrator to judge whether this agent require assistance, interference, or transfer to another skill group. This efficient and quick problem-solving solution achieves the possibility of human-machine and human-human intelligent collaboration. At the same time, SoIP 3 able to integrate with VoiceCyber's behavior detection system IDHA, to enable administrator to remotely control client PC interference or popup windows, in order to mitigate any contact center operation risk.

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.

SoIP 3 (v21.1.000.0) New Feature:

- Provide Kafka message format for third party application to control SoIP Light
- Support business ID or related log capture from Kafka
- Webcam and screen arrangement in the same level or in picture-in-picture mode
- Optional to record microphone and speaker
- Provide SoIP Client status message to third party application
- Support forward HTTP message captured and formatted content to Kafka
- Support screen interference control (Use with VoiceCyber's behavior detection system IDHA)
- Support screen popups window (Use with VoiceCyber's behavior detection system IDHA)

Stop Technical Support Service

From 31/3/2022 onwards, VoiceCyber will stop providing technical support for SolP 3.3.0.

For the existing user who were already installed with SolP 3.3.0 still able continue to use. However, for security reason, VoiceCyber will not recommend the continuing usage of version SolP 3.3.0. It is recommended to upgrade to SolP 3.3.1 or above.

Software Upgrade and Installation

SolP 3 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.