

## VoiceCyber Release New Version of Intelligent Data Migration, Audition and Maintenance Product IMAM — Version 22.0.000.0 —

VoiceCyber released the new generation of Intelligent Data Migration, Audition and Maintenance Product IMAM (v22.0.000.0), provide an intelligent maintenance tool for contact center.

The released IMAM (Intelligent Migration Audit Maintenance) is a maintenance application platform based on cloud architecture, to assist IT personnel in contact center to manage various applications effectively. Management target of this platform included all products of VoiceCyber, such as VCLog voice and video recording software, IDHA Intelligent Discovery Hold and Advisor, IBAE Intelligent Bridge of Analytics Engine, ICCM Intelligent Quality Inspection, IVOC Intelligent Voice of Customer, UMP Unified Management Platform, etc. Any other third party application servers that are not belonged to VoiceCyber could also be monitored and maintained from some regular dimension.

IMAM (v22.0.000.0) included three main features: monitoring and maintenance, data migration and data audition.

### **Monitoring and Maintenance**

IMAM supports OS like Windows and Linux and scenarios like physical server and virtual server. IMAM monitors and prompt any abnormality alarms for different operating systems with single login. It allows maintenance operator to monitor on the performance of each application software and hardware and the health status of applications and databases. All operation status of each system could be generated in a statistics report for operation and maintenance IT personnel to maintenance production systems effectively and at the same time ensure the stability of contact center operation.

### **Data Migration**

Business expansion eventually drives the contact center applications to upgrade continuously, as a result, the problem of continuing to use historical data is inevitable. Data migration feature of IMAM fully supports the data migration between different versions of all VoiceCyber products. Most importantly, some of the third party product migration to VoiceCyber product are also supported. A standardized, platform-based and task-based data migration task feature greatly simplifies the difficulty of migration and effectively protects customers' important data assets.

### **Data Audition**

IMAM manages and monitor data by preconfigured task policy including tasks like recording comparison, log search, data migration, data audit, etc. Recording comparison feature able to compare the differences of recording data in a few scenarios such as between active and backup server, between VoiceCyber data and PABX data, CTI data or third party recording data, and between before and after migration. This feature could ensure the completeness of recording data migration without any missing out. Log search audit uses system task to replace manual log reading for each system and inform IT maintenance personnel via email whenever there is any abnormal situation. This saves a lot of manpower and time for troubleshooting and maintenance tasks.

IMAM meets the complex requirements and multi-scenarios of “customer interaction intelligent management”. Furthermore, it

helps contact center to gradually realize automatic, data-based and intelligent IT operations in “customer interaction intelligent management”.

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 021-51877890.

#### IMAM (v22.0.000.0) New Feature:

- Client based, Data migration, Data audit, Alarm statistics card
- Alarm type report and rolling of the latest alarm card
- Role and permission allocation
- User permission configuration
- Rich management information from client
- Custom alarm configuration via client
- Information card monitoring via client
- RAM, CPU and harddisk history information search via client
- Processes information search via client
- Services monitoring and operation via client
- Support UMP data migration
- Added (ClogStore) recording migration mode
- Added screening condition for file migration
- Support local copy mode for file upload
- Support continuous or single execution for migration task policy
- Support original file name restoration for migration task (Focus on the files that had been changed file name after file migration. For example, during scanning xml file, IMAM will add “temp” to the front of migrating file name, then add “.success” at the file name after completed)
- Support clear database for migration data and migration task

#### Software Upgrade and Installation

IMAM is for client who purchased VCLog and UMP product series for history recording file migration, intelligence audit and maintenance, etc.

IMAM 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 021 5187 7890



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.