

VoiceCyber Release New Version of Contact Center Intelligent Discovery & Advise Product IDHA — Version 22.0.000.0 —

VoiceCyber released the next-generation IDHA (v22.0.000.0) Contact Center Intelligent Discovery & Advise Product (GA) version, providing more intelligent management methods for contact centers.

IDHA can supervise the contact center agents using computers or remote agents at home in all dimensions such as screen monitoring and camera monitoring, intuitively see the behavior trajectory of agents and customer interactions, and make the service behavior of contact center agents more observable.

IDHA comprehensively focuses on the behavior of computer users to carry out multi-dimensional real-time discovery, data analysis, help the agent team leader timely discover the problems in the agent service, and determine whether it is necessary to intervene in screen interception, pop-up alarm, or give effective support, which brings more possibilities for the management optimization and efficiency improvement of the contact center, making on-site or remote management more efficient.

IDHA is powerful, can obtain SoIP camera data, screen data, 8K/16K and above VoIP voice, network messages, can also through the IBAE contact center intelligent bridge system throughout or on-demand real-time forwarding of various data, docking artificial intelligence engine, through diversified data analysis can display and monitor the agent's work status, business operation process, and through the IDHA real-time video page to obtain the real-time picture of the agent that needs attention. It can also manually control the indicator lights connected to the agent's computer, send real-time messages, and lock screen and other interventional auxiliary operations, effectively improving the service quality of the contact center.

IDHA can fully structure the audio and video data captured by the VCLog recording system, and push the final analysis results to the ICCM contact center as supplementary information for intelligent quality inspection, helping the contact center achieve a closed loop of data operation. By accumulating data to mine the real needs of users while continuously discovering problems, contact centers can better listen to customers' voices and get close to their needs, more comprehensively standardize their own compliance, terminate in a timely manner, and reduce business risks.

Released version added new features, refer to below information for detail. For more information, please access to www.voicecyber.com, or call 021-51877890.

IDHA (v22.0.000.0) New Feature:

- Interface settings and functions
 - Behavior source settings
 - Behavioral data structured definition
 - Engine settings
 - User management

Result output and control settings

Multi-screen monitoring: Control the light, content prompt, lock screen

- Real-time discovery and intervention

Control the light remotely (automatic/manual)

Message alerts (automatic/manual)

Lock screen alert (automatic/manual)

Multi-screen monitoring: pinning a displayed screen

Multi-screen monitoring: early warning content prompts are placed at the top

Multi-screen monitoring mode: balanced mode

- Agent track backtracking function

Mouse movement frequency statistics

Keyboard usage frequency statistics

Application process usage time statistics

Software Upgrade and Installation

IDHA 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.

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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.