

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

— Version 22.0.000.0 —

VoiceCyber released the next-generation VLog 10 (v22.0.000.0) Contact Center Voice and Video Recording Product (GA) version.

VLog 10, a new generation contact center voice and video recording products, is the core product of VoiceCyber. Through continuous development and innovation, from supporting the recording of various communication channels to supporting full media audio, video and screen recording. Achieve customer interaction intelligent management by realizing integration with voice, image and other mainstream artificial intelligence engines.

VLog 10 has a powerful centralized management feature, which can manage omni-channel and all-media data captured by SoIP 3 super client and MoIP 3 physical store recording products. All media such as voice, video, text, images and other files can also be integrated with IMAM intelligent data migration audit and maintenance product to migrate data files from third-party products, to achieve centralized management, search and playback.

In the intelligent construction of contact center, VLog 10 can transmit the captured voice and media data to different types of AI engines such as speech recognition, emotion recognition, voiceprint recognition, face recognition, image recognition and so on in a lossless and real-time manner through IBAE intelligent bridge products for contact centers, providing more intelligent management methods for contact centers.

VLog 10 not only supports Windows and Linux, but also able to adapt to a variety of China chip architectures, a variety of China operating systems and databases, and successfully obtained the product certificate through strict testing.

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.

### VLog 10 (v22.0.000.0) New Features:

- Comprehensively optimize the interface design to enhance the customer experience
- Added docking support for Avaya PCS, Cisco UCCE, NEC OAI, Alcatel IP-Drlink
- Added optimized PDPA function
- Enhance product safety and robustness
- Integrate MediaHub for playback and download, and enhance audio and video data processing capabilities
- Added silent detection and left and right channel selection mode functions
- Add the function of querying and associating recordings (can be associated with external numbers and CTI serial numbers)
- Added TDM extension disconnection status display
- LMS licensing service optimization
- Added PostgreSQL database support

## Stop the Technical Support Service

Starting from December 12, 2023, VoiceCyber will no longer provide software security updates, customized development of software functions, software compatibility optimization, software performance optimization and other services for VCLog 10.2 version, please check the official announcement for details.

As of December 12, 2024, VoiceCyber will no longer provide technical support for VCLog 10.2.

Users who have installed VCLog 10.2 can still continue to use it, for security reasons, VoiceCyber recommends that you migrate your system to VCLog 10 (v21.0.000.0) and above as soon as possible.

## Software Update and Installation

VCLog Software Update Service is available for VCLog 10.2, VCLog 10 (v21.0.000.0), VCLog 10 (v21.1.000.0), including software updates of the corresponding versions.

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.

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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.