

VoiceCyber Release New Version of Contact Center Cloud Voice Recording Product FAPs

— Version 23.0.000.0 —

VoiceCyber releases a new generation of FAPs (v23.0.000.0) contact center cloud voice recording product (GA) version.

FAPs are innovative IoT devices from VoiceCyber that are suitable for centralized management of recordings on distributed communication platforms. From 1 agent to 40,000 agents, from 1 city to thousands of cities, FAPs can be deployed on demand anytime, anywhere to add agents in different locations to the contact center, quickly and efficiently build a star-type recording network for the contact center, achieve centralized recording management, help the contact center effectively control costs, and meet the needs of intelligent call recording management in the contact center.

FAPs can also support the localized recording of IoT devices on various cloud communication platforms, without relying on the recording and storage of the cloud communication platform, and without being limited to the data encryption of the cloud communication platform, directly obtaining the audio data that needs to be recorded from the IoT devices, and performing local recording and management. The localized recording method is suitable for various cloud communication platforms, fully guaranteeing the security of contact center data and user privacy. In addition, FAPs can also be combined with the interface provided by the cloud communication platform to supplement recording metadata, bringing more complete records to the contact center, and providing users with new options for heterogeneous recording solutions.

With the lightweight of AI large models, more and more cloud contact centers choose to deploy AI applications locally due to data security, user privacy, business privatization and other considerations. The localized management of FAPs recording files fully meets this demand. The contact center can quickly call local recording files to connect with AI, and carry out vertical training on AI based on its own industry characteristics and business scenarios, so that AI applications can keep pace with the business development of the contact center and help contact center give full play to the competitiveness of their own data.

VoiceCyber closely cooperates with many telephone manufacturers such as Alcatel, Trend, Yealink, etc. to jointly build a more complete solution; through the interconnection and intercommunication with other intelligent devices and systems, our IoT devices recording solution can be better integrated into the overall business process of the contact center, realize more efficient and intelligent operation, and meet the needs of the contact center in different scenarios. We will adhere to innovation and cooperation, strive to build a diversified and symbiotic ecosystem, and continuously integrate more IoT devices into the FAPs solution to bring an unprecedented experience to the contact center.

For the new functions of the released version, please refer to the following details. For more information, please visit www.voicecyber.com, or call 021-51877890.

FAPs (v23.0.000.0) New Features:

- Optimize the FAPs device settings page
- Restart FAPs through the web page

- Change the FAPs network configuration through the web page
- Add log level settings
- Add license management page
- Add support for ALE recording telephone
- Add support for MiniNoise smart microphone
- Add docking with VCLog 10, can get device status and alarm, search and play the recordings

Stop Technical Support Service

Starting from 2024.04.01, VoiceCyber will no longer provide software security updates, software function customization development, software compatibility optimization, software performance optimization, etc. for FAPs (v21.1.000.0). For details, please refer to the official announcement.

Users who have installed FAPs (v21.1.000.0) can continue to use it. For security reasons, VoiceCyber recommends that you migrate your system to FAPs (v23.0.000.0) and above as soon as possible.

Software Update and Installation

FAPs software update service is applicable to customers who have purchased VoiceCyber product support service. The software versions that can be updated include FAPs (v23.0.000.0) .

FAPs software installation and upgrade can only be performed by VoiceCyber's professional service team or VoiceCyber certified partners. At the same time, you can also learn more through the following methods:

- Contact your account manager
- Call us for details 021 5187 7890



If you have any questions, please contact us.

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.