VoiceCyber

Product Notice #261023-13

VoiceCyber Release New Version of VCInsight LLM QM Scoring Product – Version 25.0.000.0 –

VoiceCyber releases the new generation VCInsight (v25.0.000.0) LLM QM Scoring product (GA) version.

VoiceCyber's VCInsight LLM QM Scoring Solution for Contact Centers integrates speech-to-text (STT) and large language model (LLM) capabilities to deeply parse the semantics of customer conversations. It performs real-time analysis on omnichannel customer interactions including voice calls and online chats to deliver 100% fully automated quality assurance. This effectively addresses pain points of traditional manual QM, such as sampling-only audits, incomplete coverage, high labour overhead, inconsistent scoring criteria and delayed risk detection.

VCInsight is Powered by omnichannel and multi-media interaction data captured via VCLog voice & video recording, the SoIP multi-function client, FAPs IoT recording devices and MoIP in-store recording solutions, it ensures data authenticity and validity. With multi-dimensional QM rules covering sensitive phrase detection, process compliance verification, service attitude assessment and other metrics, it accurately identifies risks in complex business scenarios: Promptly detect non-compliant keywords, analysing dialogue logic, evaluating agent service attitude, recognising customer sentiment simultaneously and recommending optimal response plans to reduce false positives. For identified violations and risks, the platform automatically the marks risk locations, content summaries, categories the risk, and corresponding it to the relevant agent. Therefore, it generates visual timelines and multimodal chain of evidence, reduces labour costs and helps enterprises achieve the dual goals of cost reduction, efficiency

gain and improves customer experience.

VCInsight adopts an advanced phased scoring rule iteration mechanism. At the early stage of project deployment, QM supervisors lead the work together with QM reviewers and coaches to refine and tune the system, establishing a mature, production-ready scoring rule framework. Once the system operating normally, agent appeals against model scoring serve as core input for rule iteration and optimisation, significantly freeing up manpower for QM review and coaching teams. Once the system is fully launched into production, only one QM supervisor is required to manage QM rule operations for the entire contact centre. Additionally, VCInsight supports proactive QM result delivery. Agents do not need to log into the platform for enquiries; their daily QM scores, rankings, typical cases, deduction items and targeted improvement suggestions can be automatically delivered via email or SoIP, enabling agents to identify service gaps quickly and carry out timely service improvements.

VCInsight supports deep integration with VCInsider, the contact centre data insight module. VCInsider intelligently cleans, tags and categorises recording data by business line, while VCInsight applies differentiated QM rules matched to each business type for precise alignment between scoring standards and business scenarios. This forms a full-cycle business loop: QM detection → insight & root-cause analysis → coaching & optimisation → outcome validation. It transforms contact centres from cost centres focused on reactive risk control into value centres delivering proactive empowerment, while fully satisfied enterprise compliance obligations.

Released version added new features, refer to below information for detail. For more information, please access to www.voicecyber.com, or call +86-21-51877890.

VCInsight (v25.0.000.0) Key Features:

1. Score Management: Integrates traditional manual QM score sheets with large models. Prompts are configured for each scoring item, and the large model completes voice recording scoring based on the score sheet.
2. Score Display: Supports displaying large-model scoring results across multiple dimensions (agent group, skill group, score bracket, volatility rate), and allows calibration of scoring results.
3. Score Alert: Automatically categorizes scores that exceed thresholds and notifies relevant personnel via email or messages, enabling administrators to promptly identify agent service issues.
4. Assist QM Improvement: Three new working modes are available (QM-led Review, Hybrid Review, Agent Self-review). This shifts the paradigm from "QM primarily identifying scoring rule issues" to "agents participating in identifying scoring rule issues", easing the workload of QM specialists and reducing labour costs.
5. Report Center: Enables automatic delivery of daily, weekly and monthly reports. It helps agents track daily performance, view their rankings and standing within the group, stimulates healthy competition among agents, and drives continuous service improvement.

Stop Technical Support Service

Effective 2031.10.23, VoiceCyber will discontinue services including software security updates, custom feature development, compatibility optimization and performance optimization for VCInsight (v23.0.000.0). Please refer to the official announcement for full details.

Existing users with VCInsight (v23.0.000.0) installed may continue using the product. Please review the product lifecycle notice.

Software Upgrade and Installation

VCInsight (v25.0.000.0) is deeply integrated with AI capabilities (STT, LLM). It is a cross-generational release from VCInsight (v23.0.000.0), featuring a different operational logic with no support for seamless data upgrade and reuse. Existing users of VCInsight (v23.0.000.0) who wish to evaluate the new version may contact their client manager:

- Contact your client manager
- Call us for details: +86-21-51877890



If you have any questions, please contact us.

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www.voicecyber.com

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, Kuala Lumpur, and Seoul. VoiceCyber has been dedicated to providing a complete customer interaction and intelligence management solution to Greater China and other Asian regions.