

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

— Version 23.0.000.0 —

### VoiceCyber Releases New Generation VLog 10 (v23.0.000.0) Contact Center Voice and Video Recording Product (GA) Version.

VLog 10, the new generation of contact center voice and video recording products, is a core product of VoiceCyber. Through continuous upgrades and innovation, it has evolved from supporting the recording of various communication lines to supporting the recording of omni-media such as voice, video, and screen, and realizing the docking with various mainstream artificial intelligence engines such as voice and image, to achieve intelligent management of customer interaction for contact centers.

This time, the newly released VLog 10 Advance has embedded the model "OpenAI Whisper" with an accuracy rate of up to 94.7% (WER: word error rate 5.3%). With the speech processing technology accumulated by VoiceCyber for more than 20 years, a cost-effective transcription solution for both telephone recording and counter recording scenarios has been debugged, which not only supports Mandarin Chinese, Cantonese Chinese, but also supports transcription in up to 100 languages such as English, Japanese, Korean, German, and French. The transcription capability adopts a secure resident deployment to avoid the data security risk caused by transmitting call data to the cloud for transcription.

VLog 10 has powerful unified management functions. It can manage and query omni-channel, omni-media data captured by FAPs IoT device recording products, SoIP 3 multi-function client, and MoIP 3 intelligent physical store recording, including files such as voice, video, text, and image. It can also migrate data files of third-party products to VLog for unified management and query through the IMAM intelligent data migration audit and operation and maintenance product.

In the intelligent construction of contact centers, VLog 10 can transmit the captured voice and media data losslessly and in real time to different types of AI engines such as ASR, emotion recognition, voiceprint recognition, face recognition, and image recognition through the IBAE intelligent bridge system, providing contact centers with more intelligent management methods. At the same time, it can also perform full-volume data structuring processing, and push the results to VInsight contact center data insights, helping contact centers better listen to customers' voices and meet their needs.

For the new functions of the released version, please refer to the following details. For more information, please visit [www.voicecyber.com](http://www.voicecyber.com), or call 021-51877890.

#### VLog 10 (v23.0.000.0) New Feature :

- Rich RESTFUL API
- LMS license service optimization
- Optimize PDPA data desensitization strategy configuration
- VLog Advance embedded OpenAI Whisper
- Support 2FA two-factor authentication (OTP dynamic password)

- Enhanced real-time monitoring function, supporting Live Playback
- Added file integrity check function and provided Legal Download
- Enhanced recording file playback function, supporting regional loop playback, audio clip download, Bookmark

### Stop Technical Support Service

From 2025.1.27, VoiceCyber will no longer provide software security updates, software function customization development, software compatibility optimization, software performance optimization and other services for VCLog v10.2.3 version. For details, please refer to the official announcement.

From 2026.1.27, VoiceCyber will no longer provide technical support for VCLog v10.2.3.

Users who have installed VCLog v10.2.3 can continue to use it. For security reasons, VoiceCyber recommends that you migrate your system to VCLog 10 (v23.0.000.0) and above as soon as possible.

### Software Upgrade and Installation

VCLog software update service is applicable to customers who have purchased VoiceCyber product support service. The software versions that can be updated include VCLog v10.2, VCLog 10 (v21.0.000.0), VCLog 10 (v21.1.000.0), VCLog 10 (v22.0.000.0), VCLog 10 (v23.0.000.0).

VCLog 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 in the following ways:

- Contact your account 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.