VoiceCyber

VoiceCyber Release New Version of

Intelligent Data Migration, Audition and Maintenance Product IMAM

— Version 23.0.000.0 —

VoiceCyber Releases New Generation IMAM (v23.0.000.0) Intelligent Data Migration, Audition and Maintenance Product (GA) Version, providing contact centers with more intelligent and efficient operation and maintenance methods.

Contact center is a complex information system, which involves various data interaction such as voice, video, image and text. IMAM (Intelligent Migration Audit Maintenance) from VoiceCyber focuses on intelligent management of customer interaction and subsystems in contact centers, that involving voice, video and screen recording, quality inspection, scheduling, reports, data and documents, etc. The design goal of IMAM ensure that every customer interaction is recorded, stored, saved, migrated, audited, etc. IMAM is covering the whole life cycle of CI-CD-CO system management. CI-CD-CO stands for the closed loop of Continuous Integration (CI), Continuous Deployment (CD) and Continuous Operation (CO).

IMAM is a cloud-based O&M application platform that includes three major functions: data migration, data auditing, and O&M monitoring, effectively helping contact center IT personnel efficiently manage a large number of application subsystems. IMAM's main management targets are all products of VoiceCyber, including the VCLog contact center voice and video recording, IBAE contact center intelligent bridge, IDHA contact center intelligent discovery hold and advisor, VCInsight contact center data insight, and other series of products. At the same time, it can also perform O&M monitoring of third-party application servers.

Migration

Business expansion drives the continuous upgrading of contact center applications, which inevitably leads to the problem of using historical data. IMAM's data migration function fully supports data migration between different versions of VoiceCyber's own products, and can also support the migration of recording records from third-party recording systems to VCLog. When users have multiple brands of recording systems working online at the same time, IMAM can copy the third-party data to VCLog after the call ends, and the generated recording records can be queried and managed centralized through VCLog. When users use cloud communication services, and the recording data is in the cloud, IMAM can also migrate data from the cloud to VCLog in real time or on a regular basis for localized management. IMAM can fully meet the needs of different scenarios and businesses. Combined with the transcription function of VCLog Advance, historical data, third-party data, and cloud data can all be transcribed into text after IMAM migration, effectively protecting customers' important data assets.

Audit

IMAM uses rich audit methods to check user data from different dimensions. By comparing it with data such as call detail records generated by communication equipment, it can timely discover whether recording data is lost. By cross-checking with third-party recording data and data before and after migration, it can fill in the gaps and fully ensure the integrity of the migrated data. By auditing keywords in the log files generated by the monitored application system, IMAM can replace manual reading of various system logs, thereby saving manpower and improving operation and maintenance efficiency.

Maintenance

IMAM is powerful, through the client software of IMAM, operation and maintenance personnel can monitor the online and offline status of the equipment in real time; they can also view real-time or historical operation data including CPU, memory, network data, and service processes through the IMAM client; IMAM can also preset conditions to monitor the system. When the set conditions are triggered, it can send alarm information in a timely manner through email and other methods, assisting IT personnel in maintaining the production system efficiently.

The new version of IMAM released this time perfectly integrates innovation and technology, is closer to user scenario needs, and helps users in various industries achieve digital transformation and business value innovation. The IMAM platform takes the indicator system as the core, realizes centralized monitoring of the entire application system, automatically identifies the complex relationships between resources and each application module, and can be customized for real-time updates, timely and accurately discovering various resource and application failures. The system perceives business system failures from the perspective of user experience, and analyzes and locates failures based on the relationship between operation and resources. Through comprehensive and in-depth health checks of the system, it automatically identifies potential risks and problems, and provides suggestions for prevention and reinforcement, greatly reducing the frequency of common failures, thereby ensuring the continuous and stable operation of the contact center business.

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.

IMAM (v23.0.000.0) Main Optimizations and New Features:

- Optimize custom service alerts

- Optimize the IMAM layout, icons, etc.

- Optimize email sending settings, and add other mailboxes for recipients

- Optimize third-party recordings data migration logic to recognize compressed files

- Optimize repeated alarm situations and add filtering parameters for repeated unit time alarm

- Optimize the detailed display of the license, which can display detailed information about the current license related to IMAM

- Optimize the execution logic of data migration tasks, and add corresponding markings when tasks are interrupted abnormally to avoid repeated data migration

- Optimize the intelligent monitoring of data migration, and judge the performance level of task execution based on the execution process of the task, such as the total amount of the task, the approximate time consumption of task execution completion, and the number of threads while executing the task

- Add new alarm example description

- Add new to third-party alarm integration function

- Add new home page call duration statistics card

- Add new VoIP single-call recording packet loss alarm

- Add new VoIP recording packet loss monitoring, and support separate monitoring of incoming and outgoing

calls

- Add new custom condition monitoring and alarm for recording server call duration

- Add new user operation track record, record the operation behavior of the user migration task

- Added network card monitoring function, network card packet loss can be alarmed when reaching the set threshold, and network card traffic indicators can be alarmed when abnormal

- Added alarm statistics report, e.g. statistics by day, hour, server, level, and source quantity report

- Added check-in function, applied when operation and maintenance personnel go to the customer site for inspection or service, and use this function to record and trace later

- Added recording quantity and recording duration monitoring, supports setting multiple condition monitoring for recording quantity and recording duration, triggering the set threshold, and generating an alarm

Software Upgrade and Installation

IMAM is applicable to customers who have purchased VoiceCyber software products, and can migrate old version historical recordings or third-party recordings to VCLog; can perform operation and maintenance monitoring on application software of multiple servers; can perform audit comparison on migrated data or system logs, etc.

The software versions that IMAM can update include IMAM (v22.0.000.0), IMAM (v23.0.000.0).

IMAM 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 account manager

- Call us for details +86 21 5187 7890

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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.