

## VoiceCyber Release New Version of Contact Center Data Insights Product VCInsight

— Version 23.0.000.0 —

### **VoiceCyber Releases New Generation VCInsight (v23.0.000.0) Contact Center Data Insights Product (GA) Version.**

VoiceCyber's VCInsight Contact Center Data Insight combines ICCM Contact Center Intelligent Quality Inspection and IVOC Contact Center Data Analysis products, effectively shortening the feedback loop of customer experience by automating the recording, intelligent analysis, and evaluation of each customer service interaction, and using advanced algorithms and technologies to meticulously classify and organize the collected data, helping contact centers more clearly understand customer needs, staff performance, and call quality, thereby helping contact centers optimize business processes, discover and handle potential risks and issues, improve service quality and customer satisfaction, enabling contact centers to achieve their goals and enhance their value throughout the business, helping enterprises gain market insights and enhance core competitiveness.

VCInsight Contact Center Data Insight is based on the omni-channel, omni-media data of VCLog contact center voice and video recording, FAPs IoT device recording products, SoIP multi-function client, and MoIP intelligent physical store recording capture, under the premise of ensuring the authenticity and validity of the data, ICCM formulates unified quality inspection standards, performs 100% full-volume intelligent quality inspection on multi-source data files such as voice, video, text, and images, automatically identifies violations and risks in the customer service process of the agent, conducts a comprehensive performance evaluation of the agent, and provides feedback to the agent. At the same time, IVOC conducts in-depth analysis and interpretation of customer service data, and combines actual business needs to understand agent service levels, customer satisfaction, and loyalty, discovering potential customer churn risks, thereby helping enterprises formulate more effective customer service strategies and measures.

VCInsight Contact Center Data Insight conducts multi-dimensional analysis through multiple links such as data classification, association analysis, data early warning, and customer evaluation, supplemented by artificial intelligence and big data technology, IVOC can accurately classify, summarize and investigate these massive amounts of customer interaction data, promptly discover and sort out problems encountered in business processes, and continuously explore deep-seated customer needs, providing enterprises with more comprehensive and in-depth data insights, helping enterprises better understand customer needs and satisfaction, improve service quality and customer experience, and these analysis results can also provide strong support for enterprises to improve products and optimize operation strategies, promoting the continuous development and improvement of enterprises.

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.

## VCInsight (v23.0.000.0) New Features:

- Optimize report
- Optimize media file search download function
- Optimize media file text search display
- Upgrade Elasticsearch version to 8.8.0
- Integrate LDAP login authentication
- Add agent score ranking interface (RESTful API)
- Add flow model
- Add flow chart display
- Add word cloud model search function
- Add hot word rise ranking function
- Add synonym function, Improve the correlation between search and analysis
- Add inline playback function, Optimize player , Add repeat playback function
- Add homophone function, Support search and analysis by full spelling or initials

## Stop Technical Support Service

From 2024.3.31, VoiceCyber will no longer provide software security updates, software function customization development, software compatibility optimization, software performance optimization, and other services for ICCM v2.0. For details, please refer to the official announcement.

Users who have installed ICCM v2.0 or earlier versions can continue to use it. If you need to upgrade to the latest version, please consult your account manager.

## Software Upgrade and Installation

VCInsight software installation and upgrade can only be performed by VoiceCyber's professional service team or VoiceCyber certified partners. You can also learn more in the following ways:

- Contact your account manager
- Call us for details



If you have any questions, please contact us.

[www.voicecyber.com](http://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.