

## VoiceCyber Release New Version of

### Contact Center Intelligent Discovery Hold and Advisor Product IDHA

#### — Version 23.0.000.00 —

VoiceCyber released the next-generation IDHA (v23.0.000.0) Contact Center Intelligent Discovery Hold and Advise Product (GA) version, providing more intelligent management methods for contact center.

IDHA is a contact center intelligent discovery product, which can perform real-time screen monitoring for agents using computers, intuitively supervise the behavior trajectory and emotional performance of agents and customers in the process of interaction, so that enterprise managers can find problems in time, quickly intervene, and give effective advice, providing more intelligent management methods for contact center.

IDHA conducts 360° data analysis around the behavior of computer users, so that administrators can timely determine whether agents need to intervene for assistance, or screen interception, pop-up alarms, etc., this efficient collaboration can quickly solve problems, standardize the process of agent service, and provide more feasibility for intelligent human-human collaboration and human-machine collaboration. At the same time, combined with VoiceCyber's SoIP, which is a next-generation multifunctional client product for voice recording, video recording, screen recording, forwarding, lighting, and subtitles, it can comprehensively obtain real-time data when agents are working, effectively reducing the operational risks of the contact center.

IDHA is powerful and can support multi-dimensional data analysis, through the VoiceCyber IBAE contact center intelligent bridge system, the whole process or on-demand forwarding of camera data, screen data, 16K and above VoIP voice, network messages, real-time docking with the AI engine, monitoring and displaying the agent's work status, business operation behavior, and through the IDHA live monitoring page to obtain the real-time picture of the agent who needs attention, you can also manually control the indicator light connected to the agent's computer. Send real-time messages, control screen locks and other interventional auxiliary operations to improve agent service quality.

The event trajectory records generated after IDHA analysis, combined with the VCLog voice and video recordings, can be retrospectively replayed and statistically analyzed after the fact, and at the same time, the records can be supplemented for the future use of VCInsight Contact Center Data Insight, providing a more dimensional basis for further service quality management. The combination of IDHA, VCInsight and VCLog brings more possibilities for management optimization and efficiency improvement of the contact center, and also makes on-site management more efficient.

Details of what's new in the release are listed below, and for more information, please visit [www.voicecyber.com](http://www.voicecyber.com), or call 021-51877890.

#### IDHA (v23.0.000.00) New Feature:

- Optimize the settings of auto-discovery rules
- Optimize user management, support extension synchronization from VCLog
- Optimize the definition of role permissions
- Optimize user track view
- Optimize real-time discovery, support large and small screen monitoring, manual notification, lighting on, lock

screen and other operations, as well as new message prompt function

- Add discovery record reminder and snapshot
- Add audit tail
- Add restart services in webpage
- Add real-time speech transcribed to text notifications
- Add customized lock screen image
- Add discovery large categories, including Apps, Keyboard, USB, Face, VRE, VEE, HTTP, and Workflow
- Add discovery small categories such as face authentication
- Add the following methods of action triggering, including notification (email), screen lock, block (unlocked via OTP), light on, and warning
- Add support for multi-condition combination of rule configurations

### Stop Technical Support Service

From September 1, 2024, VoiceCyber will no longer provide technical support and services for IDHA (V21.1.000.0), IDHA (V22.0.000.0) .

Although you can continue to use IDHA (V21.1.000.0) , IDHA (V22.0.000.0) , for security reasons, we recommend that you migrate your system to IDHA (v23.0.000.0) and above as soon as possible.

### Software Upgrade and Installation

IDHA software installations and upgrades can only be performed by VoiceCyber's professional services team or VoiceCyber Certified Partners. In the meantime, you can learn more by:

- Contact your client 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.

[www.voicecyber.com](http://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, and Kuala Lumpur. VoiceCyber has been dedicated to providing a complete customer interaction and intelligence management solution to Greater China and other Asian regions.