

## VoiceCyber Officially Release New Generation

### Contact Center Intelligent Quality Inspection Product ICCM

### — Version 22.0.000.0 —

VoiceCyber released the next-generation ICCM 2 (v22.0.000.00) Contact Center Intelligent Quality Inspection Product (GA) version.

Based on artificial intelligence and big data technology, VoiceCyber Contact Center Intelligent Quality Inspection ICCM 2 effectively shortens the feedback loop of customer experience through automatic recording, intelligent analysis, and automatic evaluation of each customer interaction, so that the contact center can provide customers with a better service experience while also having more intelligent service quality management.

ICCM 2 can access the omni-channel all-media data captured by the VCLog 10 contact center audio and video and SolP 3 multi-function client, perform 100% intelligent automatic quality inspection of voice, video, text, image and other data files, identify violations and risks of agents in the customer service process, and automatically identify risky calls, call location, call content, risk class, and employee information according to predefined compliance policies. At the same time, under the premise that VCLog 10 enables the PCI DSS function, ICCM 2 will not display sensitive customer information, protect customer privacy without destroying the integrity of records, and do not destroy the assessable value of data.

Through ICCM 2 to mine and analyze multi-channel data such as massive audio and video screens, contact centers can quickly drill down to the smallest details of services, grasp service quality more intelligently and comprehensively, achieve analytics-driven service quality assurance, and enhance customer-centric business strategies.

Released version added new features, refer to below information for detail. For more information, please access to [www.voicecyber.com](http://www.voicecyber.com), or call 021-51877890.

#### ICCM 2 (v22.0.000.0) Major Optimizations and New Features:

- Added the function of saving account personalized settings.
- ES indexes are partitioned month-to-month, improving query and analysis performance, and maintenance costs.
- Add audit trail user query conditions.
- The word segmentation units set by labels and policies support optional words and words.
- The tag is changed to a note, and a predefined common note is added for you to choose to enter when filling in the note.
- Add user extension fields to connect with third-party systems (such as new employees, agent levels, etc.), and add query and task assignment by user extension fields.
- Added the group management function of the scoring table, which can manage the scoring table by group.
- Added password complexity verification.
- Added the function of staging manual quality inspection scores.
- Add agent intelligent scoring report.

- Label and policy previews add the missing list display function.
- Add the function of tag group, you can set the viewing and editing scope.
- The Tag Statistics report adds latitude statistics by tag group.
- Added intelligent quality inspection management - label statistics function.
- Added HTTPS support.
- Optimize the configuration of the listening interface, the audio and password interface, and the parameter configuration of the transfer recording.
- Microservices plus authentication.
- Disable the tag statistics function in the Dashboard.
- Removed VCLog 6 recording system support.
- When you scroll down the Edit Rating Table scoring item, the right content area is fixed.
- Department and role management added "enable" and "disable" button settings.

### Stop the Technical Support Service

As of March 31, 2023, VoiceCyber will no longer provide software security updates, customized development of software functions, software compatibility optimization, software performance optimization and other services for ICCM 1 and lower, please check the official announcement for details.

Users who have installed ICCM 1 or lower can still continue to use it, for security reasons, VoiceCyber recommends that you migrate your system to ICCM 2 (v22.0.000.0) as soon as possible.

### Software Update and Installation

ICCM software update is for client who purchased ICCM 2 (v22.0.000.0), including software update of the corresponding version.

ICCM 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 client manager
- Call us for details



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.