

## VoiceCyber Release New Version of Contact Center

### Insightful Voice of Customer Product IVOC

— Version 22.0.000.0 —

**VoiceCyber released a next-generation IVOC (v22.0.000.0) Contact Center Insightful Voice of Customer Product (GA) version.**

Every customer interaction hides a large number of customer needs, how to hear the voice of the customer, how to hear the customer's demand, how to understand the customer's expectations, VoiceCyber Contact Center Voice of Customer IVOC makes full use of the customer's voice, video, image, IM, E-Mail and other multi-source data, supplemented by artificial intelligence and big data technology for multi-dimensional analysis, the massive customer interaction data accurately classified and summarized and investigated, Timely discover and sort out the problems encountered in the business process, continuously explore the deep-seated customer needs, help the contact center continuously improve customer satisfaction, and continue to strengthen customer loyalty.

IVOC provides insight into not one person or department, but the entire enterprise. Enterprises need to start from the overall strategic perspective, fully understand the development status and future development trend of the industry, so that the entire organizational structure of the enterprise is customer-centric, and take correct decisions according to the real intentions and needs of customers, and quickly carry out internal optimization, so that enterprises can maintain core competitiveness for a long time.

IVOC is based on the VCLog 10 contact center audio and video recording, SolP 3 multi-function client captured omni-channel, all-media data, under the premise of ensuring the authenticity and validity of data, starting from customer portraits, by constructing composite analysis dimensions, combined with industry conditions and its own business needs, automatically cluster analysis of a large number of structured data, fully understand the customer's attention in a certain period of time, and can also actively search and identify known key points through manual intervention. And these results are displayed in the form of clear visual charts, reminding enterprises to conduct in-depth exploration from products, brands, services, marketing, public opinion and other aspects, so as to make detailed evaluations and guide enterprises to take correct actions, so as to give enterprises the ability to fully understand the voice of customers and provide customers with the best service experience in every link.

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.

#### **IVOC (v22.0.000.0) New Features:**

- **Speech recognition**  
The advanced speech recognition engine is used to analyze and process speech transcription, speaker separation, silence detection, speech rate detection, keyword extraction, etc., and generate corresponding text analysis results
- **Classification labels**  
The flexible tagging function categorizes recordings, including services, products, evaluations, complaints, etc., to

prepare for subsequent data correlation and classification

- Visual vertical playback

Visual display of call sound, content, and timeline; Coming and going are separated, at a glance; The cursor of the corresponding text is accompanied by the voice playback; Fast positioning of any position during audiometry can be achieved

- Categorical analysis

Display the change curve of various recordings with time according to tags and time statistics, so that customers can understand the change dynamics of recordings after tag classification

- Association analysis

Cross-analyze business fields, accompanying fields, labels and other dimensions, drill down layer by layer, and gradually narrow the scope in massive recording files to achieve accurate positioning

- Early warning management

Classify the recordings that exceed the threshold, and notify the relevant personnel through email or message reminders, so that customers can understand the dynamics or trends excavated in the recordings as soon as possible, and they can also subscribe to the relevant classification recording email message reminders

- Customer testimonials

The daily number or percentage of classified recording files is displayed in the form of a score that meets expectations

## Software Upgrade and Installation

IVOC is suitable for customers who have purchased VCLog series software products for customer-side data analysis.

IVOC 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 021 5187 7890



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.