

DupliCALL Officially Release New Generation

Intelligent Quality Inspection Product ISCM

— Version 22.0.000.0 —

DupliCALL released the new generation of ISCM 2 (v22.0.000.0) Intelligent Quality Inspection Product (GA) version.

Based on artificial intelligence and big data technology, DupliCALL's intelligent labeling compliance quality inspection ISCM 2 effectively shortens the feedback loop of customer experience, strengthens employees' awareness of safety and compliance, and assists enterprises in reducing the occurrence of risk events through automatic recording, intelligent analysis and automatic evaluation of every customer interaction.

ISCM 2 can access the DCLog 5 telephone system audio and video, SolP 3 multi-function client captured omni-channel all-media data, 100% full intelligent compliance analysis of voice, video, text, image and other data files, identify employee violations and risks in the customer service process, the system can also automatically identify risky calls and call location, call content, risk class and employee information according to predefined compliance policies. Effectively help enterprises timely discover and stop risks and the resulting damage, and better help enterprises improve the management level of security and compliance. Under the premise that DCLog 5 enables the PCI DSS function, ISCM 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 ISCM 2's multi-dimensional mining and analysis of multi-channel data such as massive audio and video screens, enterprises can quickly drill down to the smallest details of related businesses, grasp operational compliance more intelligently and comprehensively, achieve analytics-driven security and compliance protection, and enhance business transaction risk management. Released version added new features, refer to below information for detail. For more information, please access to www.duplicall.com, or call 021-51877890.

ISCM 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, employee 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 employee intelligent scoring reports.

- 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.
- 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

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

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

Software Update and Installation

ISCM software update is for client who purchased ISCM 2 (v21.0.000.0), including software update of the corresponding version.

ISCM software installation and upgrade can only be performed by professional service team of DupliCALL or certified partners of DupliCALL. 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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DupliCALL is a solution provider that focusing on intelligent security and compliance management. Our solution users covered industries such as the 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. The sales and services network of DupliCALL are spread all over the world including Shanghai, Beijing, Guangzhou, Shenzhen, Chengdu, Hong Kong, Tokyo, and Kuala Lumpur. DupliCALL has been dedicated to providing a complete intelligent security and compliance management solution to Greater China and other Asian regions.