

DupliCALL Release New Generation of SoIP Client Product, Voice Recording, Video Recording, Screen

Recording, Forwarding, Indicator Light, Subtitle

— SoIP v.3.5.1 —

DupliCALL is pleased to announce the new generation of SoIP Client Product, Voice Recording, Video Recording, Screen Recording, Forwarding, Indicator Light, Subtitle. Client Product SoIP v3.5.1 (GA Release) is officially released to provide new options for heterogeneous recording and smart office.

New generation of SoIP voice recording, video recording, screen recording, forwarding, indicator light and subtitle allow to record, monitor and display the following operations of PC user based on requirement:

- Conversation process, achieve IP conversation recording by through PC sound card, support Wechat call, Dingtalk call, etc.
- Facial status, achieve computer webcam recording, able to integrate with artificial intelligence engine
- Operation behaviour, achieve computer screen recording, able to integrate with artificial intelligence engine
- Media forwarding, achieve forwarding of 16K or above webcam data, screen data and AVoIP voice
- Working status, SoIP Light displays the working status of the PC user by displaying Idle (Green), Busy/Do not disturb/Recording (Red), Need assistant/Alarm (Flashing red)
- Subtitle display, display the text subtitle of transcribed voice or working notification message through a transparent subtitle frame

SoIP is a super client product based on client PC, which provide a 360° omni-directional recording and monitoring on the PC user operation. With the latest peripheral integration, it provides more feasibility and possibility for intelligent cooperation between human-human and human-machine.

Released version added new features, refer to below information for detail. For more information, please access to www.DupliCALL.com, or call us for details.

SoIP v.3.5.1 New Feature:

- Screen recording post-processing function
- Recording file segregation according to preset duration
- Acquire recording status via Kafka universal interface
- Send start/ stop recording command via Restful development interface
- Added real time status monitoring, start/ stop control and live monitoring features in SoIP Manager
- New multi-purpose indicator light (SoIP Light) is added to display real time agent conversation status and recording status
- Support WeChat, DingTalk, Zoom, Tencent Meeting conversation recording
- Forward the RTP packet with audio data from speaker and microphone of SoIP client to VCLog or DCLog for recording
- New SoIPClientUI application, support V2T (Voice to Text), display result in real time (Depending on DupliCALL IBAE Intelligent Bridging System), snapshot of camera image to clipboard and recording logs display

Stop Technical Support Service

From 31/3/2022 onwards, DupliCALL will stop providing any technical support services for SoIP 3.3.

For the existing user who were already installed with SoIP 3.3 still able continue to use. However, for security reason, DupliCALL will not recommend the continuing usage of version SoIP 3.3. It is recommended to upgrade to version SoIP 3.3.1 or above.

Software Upgrade and Installation

SoIP 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.

[www. DupliCALL.com](http://www.DupliCALL.com)

Shanghai (HQ) : +86 21 5187 7890

Hong kong: +852 2578 9081

Kuala Lumpur: +603 7494 0560

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