

DupliCALL Release New Version of Multifunction Client Product SoIP 3 — Version 22.0.000.0 —

DupliCALL released the new generation of Multifunction Client Product SoIP 3 (v22.0.000.0) (GA) version, to provide new option for contact centers.

SoIP 3 is a new generation of client product with rich features such as agent voice, video and screen recording, media forwarding, display of network message, operation log, agent light and subtitle, etc. It provides a full dimensional of agent voice, video and screen recording and monitoring, which achieve an intelligent collaboration between local agents, remote agents and contact center.

SoIP 3 is a client product that is based on agent PC, which provide 360° comprehensive recording and monitoring on the agent PC. SoIP Light multifunction indicator light able to live monitor and display the agent working status. This allows administrator to judge whether this agent require assistance, interference, or transfer to another skill group. This efficient and quick problem-solving solution achieves the possibility of human-machine and human-human intelligent collaboration. At the same time, SoIP 3 able to integrate with DupliCALL's behavior detection system IDHA, to enable administrator to remotely control client PC interference or popup windows, in order to mitigate any contact center operation risk.

SoIP 3 has powerful feature which support various communication channel recording including cloud communications, cloud collaboration and cloud live broadcast. By integrating with artificial intelligence engines, agent facial status, business operation behavior, speech-to-text transcript subtitle result and notification messages could be displayed in pop up windows to assist agent on daily business operation. AI engines integration will require webcam data, screen data and 16K or above VoIP voice stream data via media forwarding.

SoIP 3 is also able to capture PC operation log and store in DCLog centralized recording system. Integration with OCR engine will allow recognition of the windows name and the text information in the windows, then extract information and centralized storage. Multidimensional log information could be retrieved while playback on DCLog voice and video recording system. Contact center intelligent quality inspection ICCM could also retrieve the same additional log to provide more basis for quality monitoring services.

Released version added new features, refer to below information for detail. For more information, please access to www.duplicall.com, or call 021-51877890.

SoIP 3 (v22.0.000.00) New Feature:

- Capture client HTTP data packet
- Capture keyboard and mouse activity status information
- Capture USB device change status information
- Support voiceprint registration and verification process and status display
- SoIP ClientUI display recording and related data
- Enter related data while recording
- SoIP Manager able to batch configure client parameter, quick save and clone parameter

- Start/ stop recording via time with configurable timeframe
- Integrated with LMS to control concurrent client login amount
- Optimize server configuration feature

Stop Technical Support Service

From 1/4/2023 onwards, DupliCALL will stop providing technical support and services for SoIP 3.4.

For the existing user who were already installed with SoIP 3.4 still able continue to use. However, for security reason, DupliCALL will recommend to upgrade to SoIP 3.5 or above.

Software Upgrade and Installation

SoIP 3 update is compatible to the client who purchased SoIP 3 (v3.5.1), SoIP 3 (v21.0.000.0) and SoIP 3 (v21.1.000.0), included the software upgrade of the corresponding version.

SoIP 3 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: 021 5187 7890



If you have any questions, please contact us.

www.duplicall.com

Shanghai (HQ) : +86 21 5187 7890

Hong kong: +852 2578 9081

Kuala Lumpur: +603 7494 0560

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