

DupliCALL Released a New Generation of Voice and Video Recording Product DCLog 5 — Version 23.0.000.0 —

DupliCALL Releases New Generation DCLog 5 (v23.0.000.00) Telephone System Voice and Video Recording Product (GA) Version.

DCLog 5, the new-generation telephone system voice and video recording product, is DupliCALL's core product. Through continuous upgrades and innovation, it has evolved from supporting recording of various communication lines to supporting recording of omni-media, including audio, video, and screen. The new version also embeds the "OpenAI Whisper" speech model to meet the basic transcription requirements of most enterprise customers. At the same time, it can also be connected to various mainstream artificial intelligence engines for voice, image, etc., to achieve intelligent security and compliance management for enterprises.

This major release of the new version of DCLog EP embeds the "OpenAI Whisper" model with an accuracy rate of up to 94.7% (WER: word error rate of 5.3%). With the help of DupliCALL's leading speech processing technology, a cost-effective transcription solution for both telephone recording and counter recording scenarios has been developed, which not only supports Mandarin, Cantonese, etc., but also supports transcription of up to 100 languages, including English, Japanese, Korean, German, and French. The transcription capability adopts a secure resident deployment to avoid the data security risks caused by transmitting call data to the cloud for transcription.

DCLog5 has powerful unified management functions. It can manage and query omni-channel, omni-media data captured by FAPs IoT device recording products, SoIP 3 multi-function clients, and MoIP 3 intelligent physical store recording, including files such as voice, video, text, and images. It can also cooperate with IMAM intelligent data migration audit and maintenance products to migrate data files of third-party products to DCLog for unified management and query.

In the construction of enterprise security and compliance, DCLog 5 can transmit captured voice and media data losslessly and in real time to different types of AI engines such as ASR, emotion recognition, voiceprint recognition, face recognition, and image recognition through the IBAE intelligent bridge system, providing enterprises with more intelligent management methods, helping enterprises discover and stop risks in a timely manner, and better utilize security and compliance to create value.

For the new functions of the released version, please refer to the following details. Please visit www.duplicall.com, or call 021-51877890.

DCLog 5 (v23.0.000.0) New Features:

- Added OTP function
- Rich RESTFUL API
- LMS license service optimization
- Enhanced product security and robustness

- Optimized data desensitization strategy configuration
- DCLog EP with OpenAI Whisper inside
- Optimize download function with source file hash value
- Enhanced real-time monitoring function, supporting Live Playback
- Enhance playback function of recording files, support regional loop playback, clip download, bookmark

Stop Technical Support Service

Starting from 2024.04.09, DupliCALL will no longer provide software security updates, software function customization development, software compatibility optimization, software performance optimization, etc. for DCLog v5.2. For details, please refer to the official announcement.

Starting from 2025.04.09, DupliCALL will no longer provide technical support for DCLog v5.2.

Users who have installed DCLog v5.2 can continue to use it. For security reasons, DupliCALL recommends that you migrate your system to DCLog 5 (v23.0.000.0) and above as soon as possible.

Software Update and Installation

DCLog software update service is applicable to customers who have purchased DupliCALL product support service. The software versions that can be updated include DCLog v5.2, DCLog 5 (v21.0.000.0), DCLog 5 (v21.1.000.0), DCLog 5 (v22.0.000.0), DCLog 5 (v23.0.000.0).

DCLog software installation and upgrade can only be performed by DupliCALL's professional service team or DupliCALL certified partners. At the same time, you can also learn more through the following methods:

- Contact your account manager
- Call us for details 021 5187 7890



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.