FTP Deprecation

As Evolve IP migrates our call recording platform to Dubber, one of the key changes is that FTP transfer support is being deprecated. Once we have migrated your call recording service to Dubber, the existing FTP link will no longer deliver recordings.

Why is Evolve IP deprecating FTP?

FTP delivery of call recordings has been used for a variety of purposes by our customers over the years, however many of those needs are now better fulfilled by the cloud-based and fully compliant Dubber platform. Additionally, many FTP implementations are inherently insecure (not utilizing SFTP, for example), require overly expansive firewall rules leaving customers exposed and have not offered the reliability that customers expect due to several factors outside of Evolve IP's control.

Can Dubber replace my FTP server?

In many cases, yes! Here's a brief overview:

- I'm using FTP to retain calls for longer than what Evolve IP previously was able to offer.
  - Dubber offers varying retention packages: 1 year, 5 years, and 7 years — all at very economical rates, and on a per user basis. If your sales team only needs 30 days of retention, which is included in all of our call recording plans; but your finance team needs 7 years — then you only pay for those users to have extended retention.
- I'm using FTP for compliance and audit purposes.
  - Dubber is a fully compliant platform that goes above and beyond many standards such as HIPAA and PCI DSS. This compliance starts at the recording, and continues through to the storage of each call.
  - Dubber also provides audit logs and maintainable records so that you can ensure you stay in compliance with industry regulations.
- I'm using FTP (or Recap) to send my calls to a third party integration
  - Dubber has integrations with many major CRMs, including Salesforce. Please contact your Evolve IP representative to learn more about these options.
  - Additionally, Dubber has a robust API that makes it easy to integrate with the platform of your choice, even if it's an internal integration.

Do I have other options?

If the above solutions won't suffice for your specific need, we have two additional options:

- Utilize the Dubber API to pull recordings from their platform to your systems. EvolveIP has put together **THIS** guide for getting started with the Dubber API. Additionally, Dubber has many partners with pre-written integrations for its platform that may be better suited if your organization does not have programming expertise on your staff. https://www.dubber.net/marketplace
- Use a third-party tool like TransferVox, which integrates with Dubber and is able to deliver your recordings to your FTP server (or several other options, including S3).

Please note that both of these options are self-service and Evolve IP cannot provide support or technical assistance for them.