EVOLVE IP
WORK ANYWHERE™

Call Recording Solutions
with Dubber

Unified Call Solution & Voice Intelligence
Core Features v5.22

EVOLVE IP, LLC

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Getting Started

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Introduction

Discover the difference Evolve with Dubber Unified Cloud Call Recording and Voice AI solution can make to your business.

Mix solutions to suit departmental needs. Simply and easily upgrade to more advanced solutions. Integrate data using the Dubber Voice Intelligence app.

Discover how you can record calls, monitor breaches and store conversations in the cloud - all while being compliant.

In a world of Zoom and Microsoft Teams calls, it's essential to stay on top *of call recording compliance*. Legacy, location specific call recording systems are in the past. The world has adapted to a new way of working, but the compliance rules and regulations remain the same.

Unified Call Recording for Regulated Industries

Record all of your conversations and securely store in a single cloud repository to ensure accurate record keeping and regulatory compliance.

- Unlimited call recording on 142 global service provider networks
- Compliant recording of Microsoft Teams, Zoom and Cisco Webex Calling
- Full data encryption
- Compliant with global privacy & data sovereignty standards
- Meet regulations such as AML/CTF, RG271, Hayne Royal Commission bills, HIPAA, GDPR, PCI DSS, KYC, Dodd-Frank, MiFID II, and more
- Strict user permission controls and legal hold
- Recorded Voice Announcement (RVA) configuration
- Flexible retention periods & unlimited storage

AI Powered Monitoring for Proactive Compliance

Enrich call recordings with Voice AI to increase communications visibility and enable proactive compliance, while improving overall customer experience.

- Get alerted instantly on potential fraud or compliance breaches
- Line-by-line sentiment analysis for customer satisfaction insights
- Automatic call transcriptions
- Create workflows to ensure appropriate responses
- Secure API for integration of call data into big data and BI tools
- Native CRM integrations for continued customer data unification
- Templated call and AI data dashboards and reports

Ease of Call Recording Integration Solutions
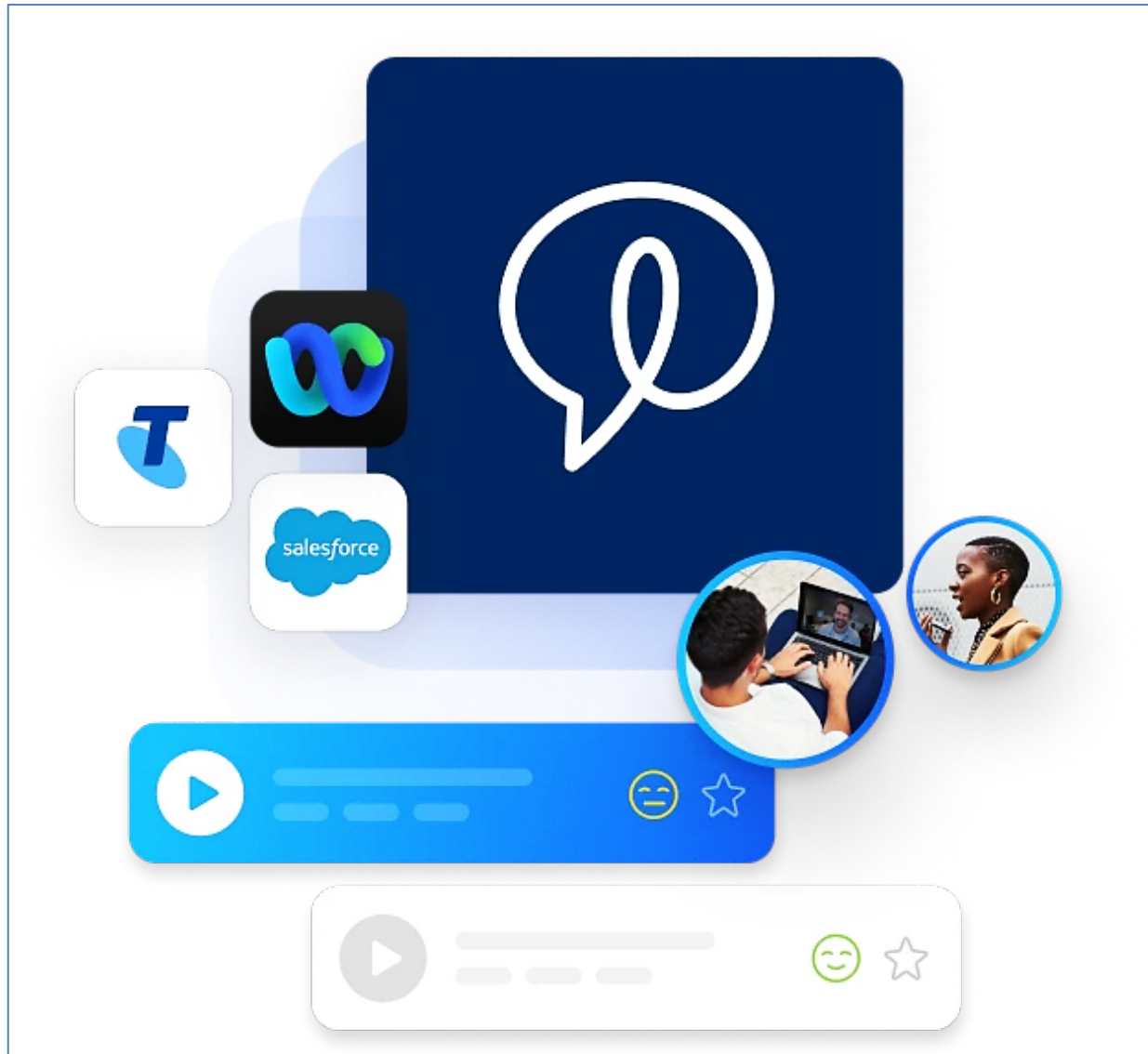
1. **Inside the world's most popular applications and services** - available on over 150 services worldwide - mobile, video, SIP, chat and more.

2. **Unified in the Voice Intelligence Cloud** - access and review all your data in one place through the Dubber App and Portal.

3. **Voice to text transcription**. Turn every conversation into data and readable transcriptions connected to the audio and video file.

4. **AI-enriched sentiment and tone analysis** for instant staff and student insights - categorize calls against seven emotions.

5. **Open API** integrates data easily to big data sets and applications. Create and automate workflows.

6. **Compliant capture and data management**. Secure data, manage access, set retention periods. Secure and compliant with global privacy and data sovereignty standards.

7. **Advanced and scalable storage**. Unlimited retention periods. Legal hold and discovery. Permission-based data sharing, download and export.

8. **Custom notifications** alert you to keywords mentioned in a conversation.

9. **Real-time search** to access data in seconds versus SQL queries taking hours.

10. **Report out-of-the-box** and easily integrate with dashboards.

Core Features

Unified Conversational Recording

The key foundation to the Evolve with Dubber platform is Dubber's Unified Conversational Recording. Unified Conversational Recording enables the capture, storage and centralization of every voice, video, text, chat and more, across Telephony, Mobile, VoIP, Contact Centre and any communication device or end-point. Central to this is the evolution of hyperscale capture and storage - and the unification of data by person, team and company.

AI

Powered by the Dubber Voice Intelligence Cloud, Evolve with Dubber AI solutions and services leverage the worlds best technologies to unlock the value of conversational data into intelligence. Understand trends across your business, improve customer and people intelligence and experiences, boost revenue outcomes and proactively manage compliance and risk powered by sentiment, tone insights and automate notification based on keyword triggers.

Analytics

Reveal crucial insights and effortlessly report on meaningful analytics for performance snapshots with Dubber. Report, track and monitor near real-time customer sentiment, contact centre scorecard performance, keyword and competitor mentions and with insights possible for virtually any business use case, all in your preferred dashboard tool.

Natural Language Processing

Dubber enables deep behavioral and sentiment analytics from every conversation.

Security and Compliance

Unlimited scalability and secure cloud storage for all valuable conversational data and intelligence, Dubber ensures all data is encrypted and stored within the region it was generated through the Dubber platform, guaranteeing data compliance and centralized controls and security permissions for your business. With ISO 27001 certification Dubber helps organizations meet their own compliance requirements wether it be MIFiD II, HIPPA and GDPR.

Advanced Digital Signal Processing

Dubber have advanced digital signal processing enabled that will deliver transcriptions and advanced features such as automatic language detection that's not found elsewhere.

Rich Meta Data Analysis

Every call enriched with meta data enables you to understand more about every conversation.
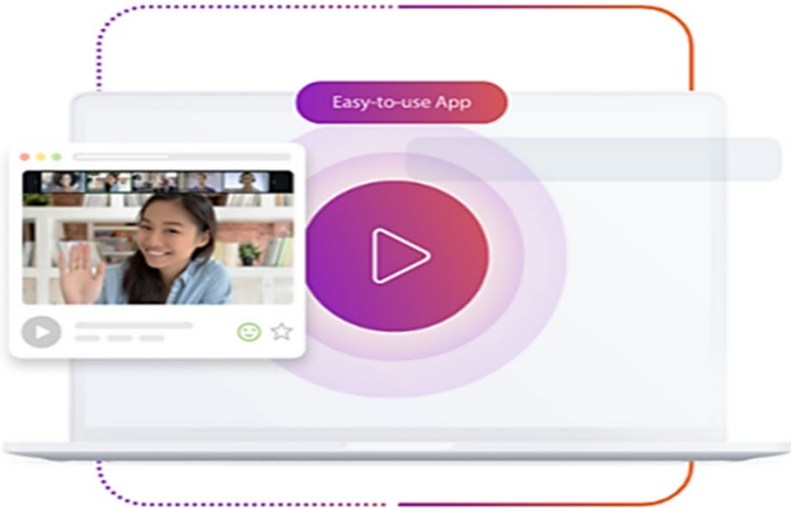
Calling

- Record
- Replay
- Reveal

Record

Record

Dubber is native to your service and on instantly. Securely and compliantly capture recordings without costly hardware or storage. Scale infinitely.
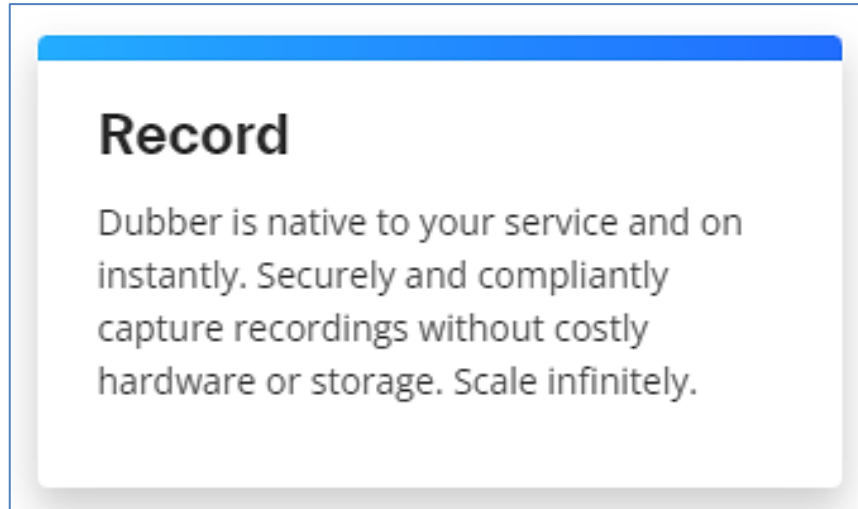
From mobiles to tablets, Microsoft Teams to Cisco Webex and Zoom, office to home – call recording can no longer be application or location specific and needs to go beyond the call centre for firms to stay compliant.

By capturing calls directly from the network with a cloud-based Unified Call Recording solution, firms can capture and montior conversations made over almost any network, device and/or collaboration platform to ensure compliance.

Replay

Replay

Compliantly store and control replay of recordings. View beautiful transcriptions. Search conversations in seconds.

Reveal

Reveal

AI-powered analysis reveals critical insights. From sentiment analytics, keyword trends, to notifications and more. All from one platform that connects to your data, applications and dashboards.

Capture and Monitor

Record Every Call and Conversation

☁ Capture 100% of calls with unified call recording for evidence and reporting.

Secure Voice Data Management

☁ Securely store calls in one cloud repository that is compliant with data and privacy regulations.

Identify Compliance Breaches

Automate surveillance, create trade reconstructions & monitor customer sentiment with powerful AI, real-time search & alerts.

Accurate Record Keeping

Use recordings and transcripts as evidence of conversations and advice provided.

Accelerate Audits, Investigations

Respond quickly to audits or investigations with real-time search to retrieve the right call in seconds.

Proactive Reporting

Export voice data into dashboards, create automated compliance reports and workflows.

The Power of Evolve with Dubber

Catch Every Conversation

Record voice, video and chat from nearly any service - mobile, phone, Cisco Webex, Microsoft Teams, Zoom and over 150 services globally.

Easily Replay and Review

Review accurate transcriptions and replay conversations on the Evolve with Dubber app and Web portal.

Instantly Reveal Insights

End not knowing with real-time search and transcriptions, keyword alerts and true AI-enriched insights.

Connect and Automate

Connect & Automate conversational records and data in the Evolve with Dubber Voice Intelligence Cloud app scalable secure storage to the apps you use most i.e. Salesforce, Google Data Studio, Tableau, IBM Cognos and more.

Capture and Do More

Eliminate legacy call centre software and recording costs using Evolve with Dubber. Shift to the cloud and do more by capturing more conversations from more sources.

Use Conventional Data at Scale

Unify and enrich conversational data. Connect data and insights to big data and the applications you depend on - Salesforce, IBM Cognos, Tableau, Microsoft Power BI and more.

Dubber's integrations empower you to achieve all your business-critical outcomes powered by conversational intelligence and insights.

Satisfy Information Requests Easily

Dubber Elastic Search, keyword alerts, rich transcriptions, and more make it easy to surface conversational content and connect to workflows.

Compliance at Every Level

Compliantly record and transcribe every customer conversation to meet compliance mandates and quickly respond instantly to audits and investigations.

Comply with Certainty with Dubbers Compliance Teams editions. Purpose-built for compliance teams and professionals needing complete visibility into conversations across any end-point.

Enterprise-Grade Controls

GDPR compliant storage, enterprise-grade security, and access controls; simplified team management and enforceable recording. [See how Dubber is setting the standard for secure and compliant UCR](#).

Safe, Secure, Accessible

Secured in the cloud. Protect your data. Access instantly via the Dubber App and Portal.

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