



Cloud Hosted Call Recording with Dubber

Users Guide v5.22

EVOLVE IP, LLC

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Getting Started

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Introduction

This guide provides information about the Dubber Web Platform features and functions.

The focus of this guide is to enable the end user the ability to successfully navigate, search, playback and manage recordings within the Dubber Web Portal. Step by step procedures are included to enable users to walkthrough various tasks within Dubber

The Dubber Web Platform allows users of the system to manage calls. Users of the system might be characterized as Administrators, supervisors, or users. Users are assigned roles within Dubber that provide various permissions to both features and functions within the platform and access to recordings through recording permissions.

In addition to this end user guide, on initial login to the system, users are presented with a guided tour of the major features and functions within the system, enabling quick tuition for completing simple tasks within the system.

Logging In

Dubber is a 'native cloud' application. This means that access to the platform is carried out through connecting to the Dubber Portal web site through any active internet capable device

Accessing Dubber

Access to the Dubber Portal is through the Clearlogin dashboard. Once you click on the Dubber app icon, you will be taken to the "Main" recording screen shown below in *Figure 1*. This screen will display all of your group recordings.



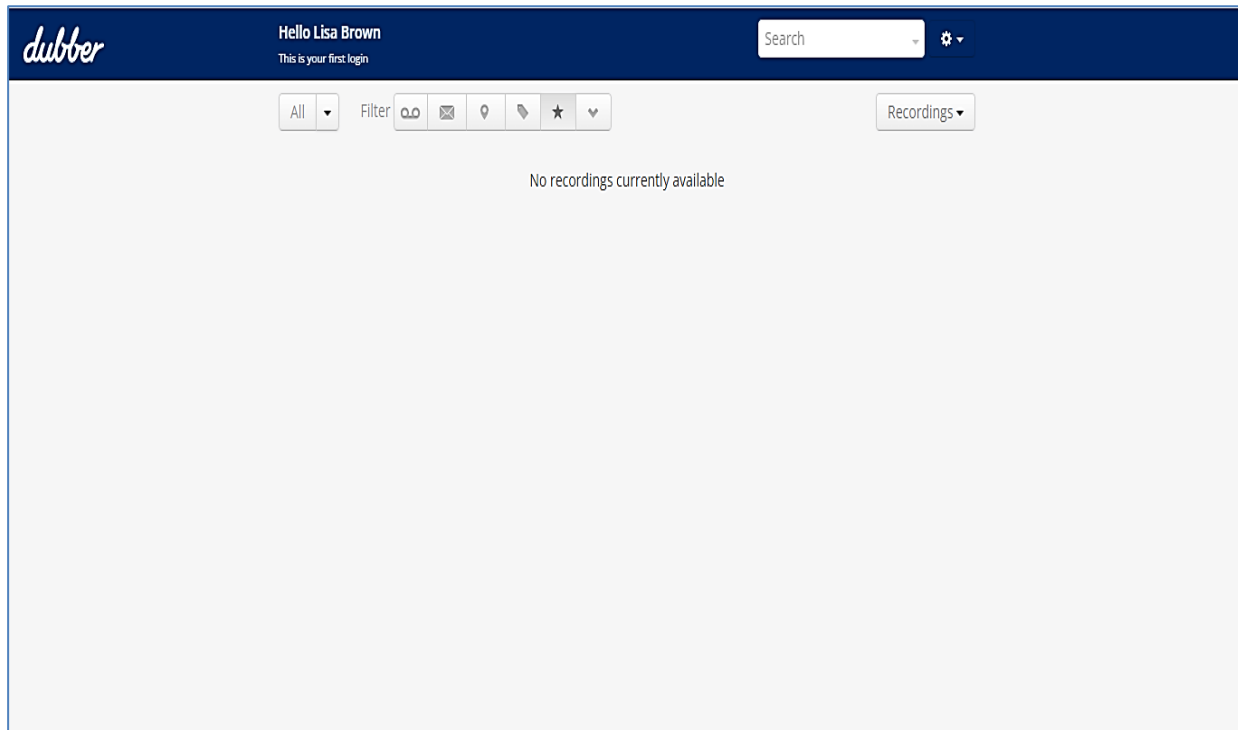


Figure 1

After you have logged in, you can bookmark the URL for future ease of access.

Navigation

Once logged into Dubber, you will be taken to the Dubber Recording Portal. This Portal will allow the user to complete all functions within Dubber relating to recording management and playback.

Figure 2 below demonstrates an overview of the various elements within the portal.

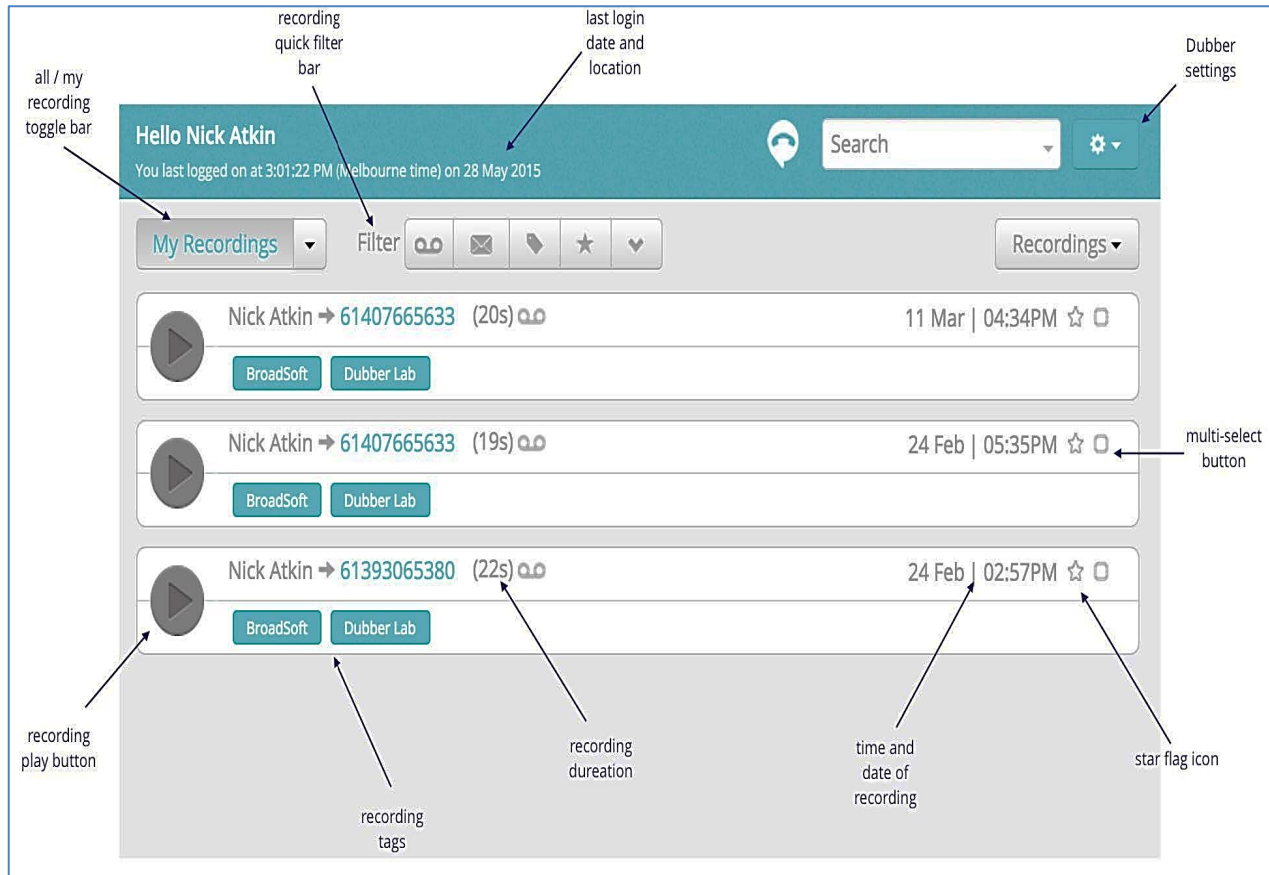


Figure 2 Dubber Main Page- Elements

The Dubber Portal page allows the users the ability to complete all functions associated to the recordings. Within this page, users may complete the following tasks associated with recordings:

- Retrieve Metadata
- Filter
- Search
- Tag
- Star Highlight
- Playback
- Share
- Access Settings

Dubber Media Player

The Dubber Media Player allows users to both play recordings back and also manage other elements and functions associated with the recording.

Figure 3 below, demonstrates the layout of the Dubber Media Player and provides an overview of the buttons and functions associated.

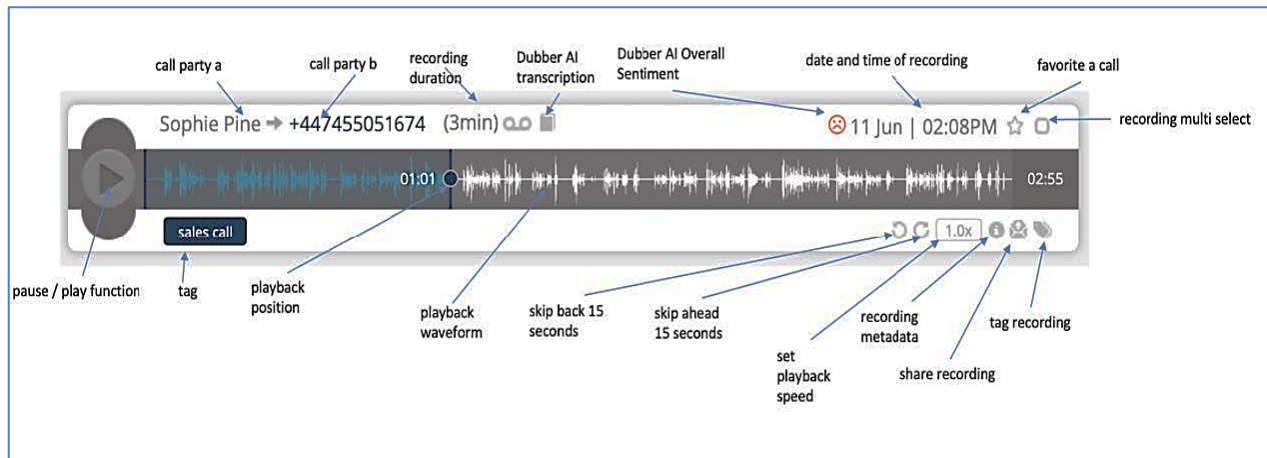


Figure 3 Dubber Media Player Overview

Within the Dubber Media Player, the player is broken into 3 sections.

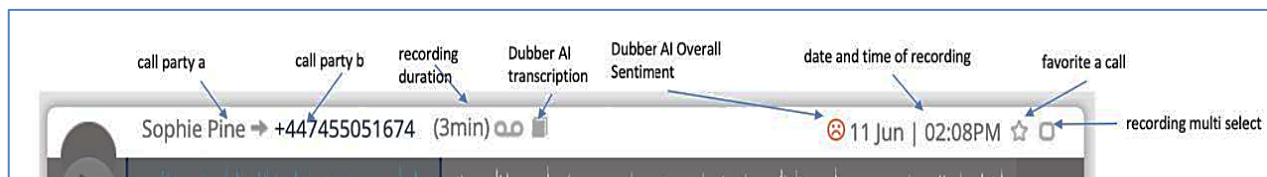


Figure 4 Dubber Media Player Top Section

The top section (shown above in Figure 4), displays information associated with the recording. Here we can see, Call Party A and Call Party B. The position of Party A and Party B demonstrates the call direction. In this example, Dubber user 'Nick' made an outbound call to party B shown here as the phone number dialed.

We can further see the duration of the recording, and the time and date, that the recording was made.

To the right side of the Media Player we can see 2 buttons, 'star' and 'multi-select'. The 'star' button allows the users to highlight the recording for easy searching. The 'multi-select' button is used in context to the whole display of recordings, allowing the user to select multiple recordings so as to apply a similar function to, e.g. adding tags to a group of recordings.



Figure 5 Dubber Media Player Recording Control Section

The centre section of the Media Player displays the waveform of recording along with the play/pause button.

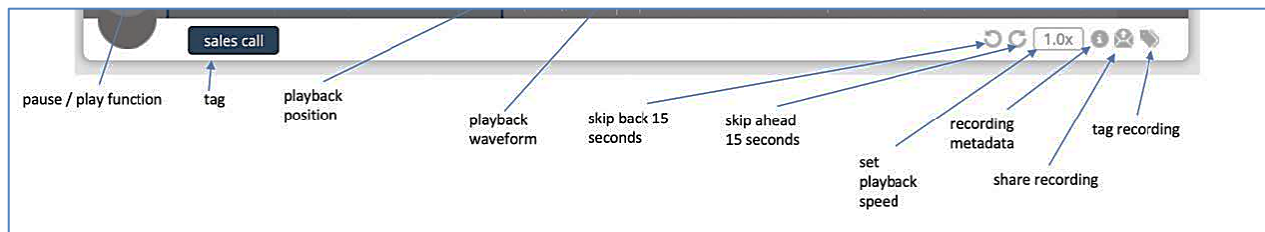


Figure 6 Dubber Media Player Functional Control Section

The lower third of the Media Player is used to manage recordings and access additional functions.

On the left side of the Player, any 'Tags' associated to the recording are displayed. These 'Tags' may be 'Tags' that have been captured automatically or added by a user.

The right side of the player shows icons for carrying out actions against the recording. These actions are as follows:

The playback indicator (blue vertical line with circle in the middle) shows the current position in the playback of a recording. Using drag and drop, the user may move this play line to any position within the recording to playback any portion of the recording as required.

Display Recording Information

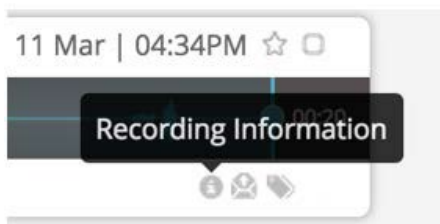


Figure 7 Dubber Media Player Recording Information Button

The Recording Information button allows the user to display additional metadata that is associated with the recording. Any metadata collected with the recording will be displayed as shown in *Figure 8*. below.

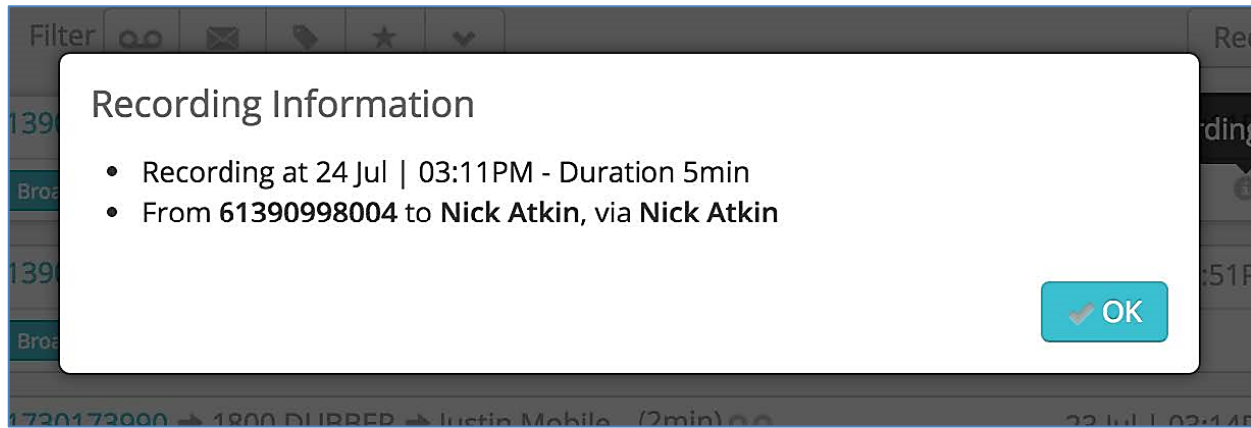


Figure 8 Dubber Media Player Recording Information Metadata

Additional Function Buttons

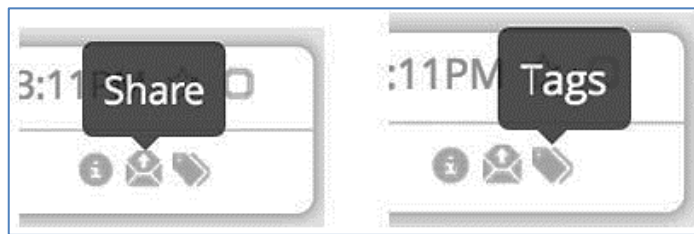


Figure 9 Dubber Media Player Additional Function Button

Along with the Recording Information button, there are 2 additional buttons. These are “Share” and “Tags”. Further information on these functions can be found in the appropriate sections of this guide.

Speed of Playback and Position



Figure 10 Dubber Media Player Additional Function Button

There are three options to aid playback of the calls. The first two allow you to skip forwards and backwards 15 seconds. The third option allows you to set the speed of the playback. Speed options are 0.5, 1.0, 1.5 and 2.0 times the standard speed.

Recordings Tags

Recording 'Tags' are used for classifying recordings within Dubber. In order to allow advanced searching and grouping of recordings, Dubber enables the addition of 'Tags' to recordings.

'Tags' may be used for any number of purposes. Some typical examples of these uses include, 'Tagging' call types, (e.g., sales, support, complaint) and adding account numbers to recordings to allow search of recordings for a specific customer.

When 'Tags' have been added to a recording, they will be visible in the bottom left side of the Media Player as shown below in *Figure 11*:

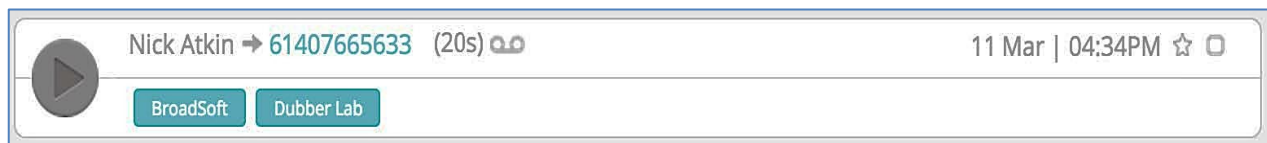


Figure 11 Dubber Media Player Tags

In this example the recording has 2 'Tags', "BroadSoft" and "Dubber Lab". A user wishing to search for calls relating to either of these 2 'Tags' would be able to type the 'Tag' value into the search window to find all recording with this 'Tag' (the user will only be able to see recordings with this tag that they have permission to view).

To add 'Tags' to a recording, simple click the 'Add Tag' button as shown below *Figure 12*:

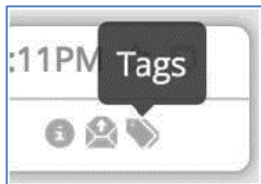


Figure 12 Dubber Media Player Tags Button

This will open a dialogue box that will allow you to add 'Tags'. Simply type the name of the 'Tag' you wish to apply to the recording and press 'enter'. If the 'Tag' has been previously used, once you start typing the dialog box will give the option to automatically populate.

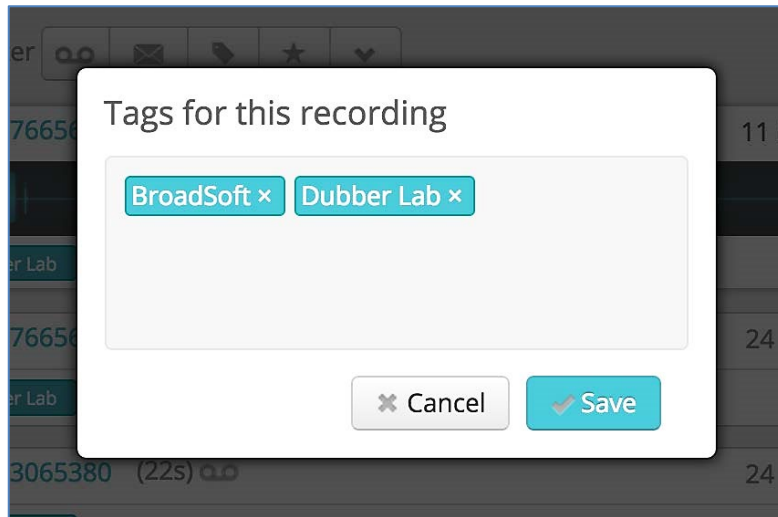


Figure 13 Dubber Adding Tags to Recording

Searching for Recordings

Dubber provides very simple yet incredibly powerful search capabilities within the Dubber Portal. As a 'native cloud' application, web search utilities have been utilised to provide a sophisticated search tool.

In the top right-hand corner of the Dubber Portal is the Dubber Search window as seen below in *Figure 14*:

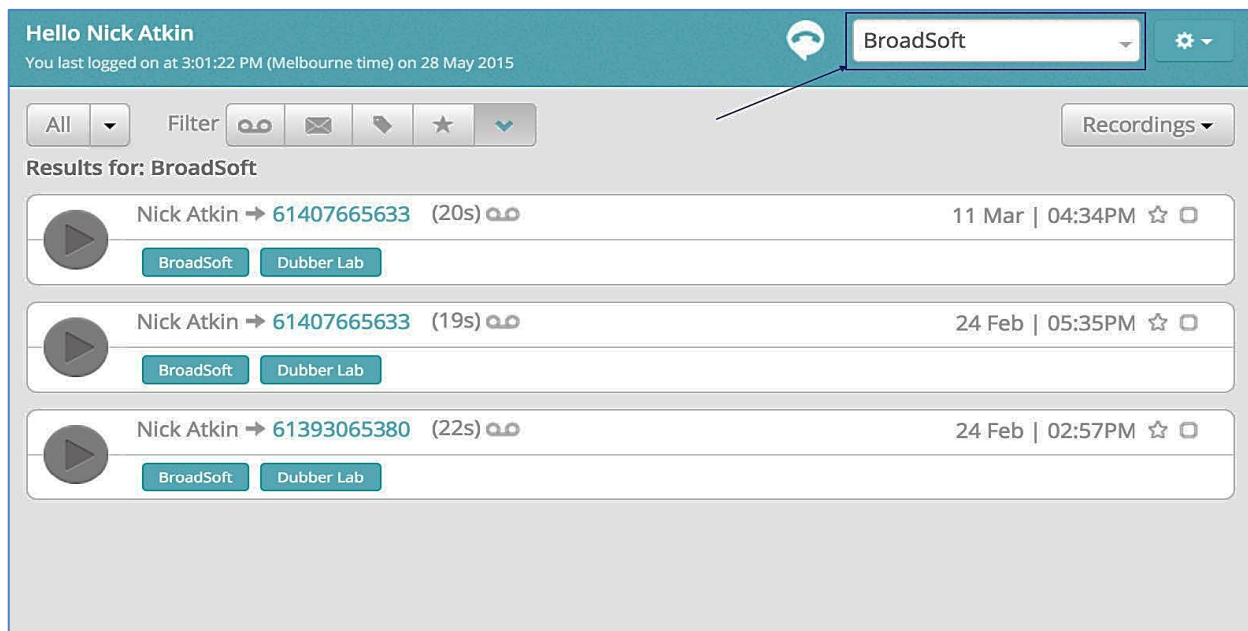


Figure 14 Dubber Main Page - Search Box

To find recordings simply type in any keyword, whether it be a name, or a 'Tag' value and press 'enter'. Dubber will immediately display any recording that match the specified query. You can also write Boolean query strings to find targeted information, e.g. "BroadSoft AND Nick" would return all recordings that contain BroadSoft and Nick.

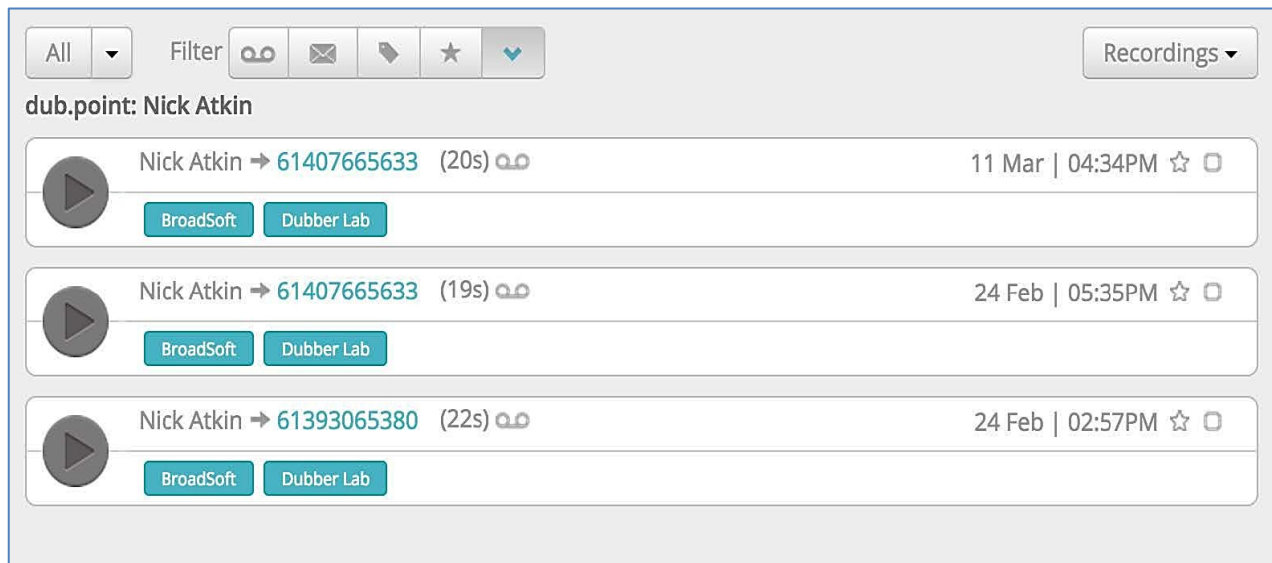


Figure 15 Dubber Main Page - Search Box

If you require more advanced search functionality, press the 'expand icon' on the search bar as shown in *Figure 16* below.

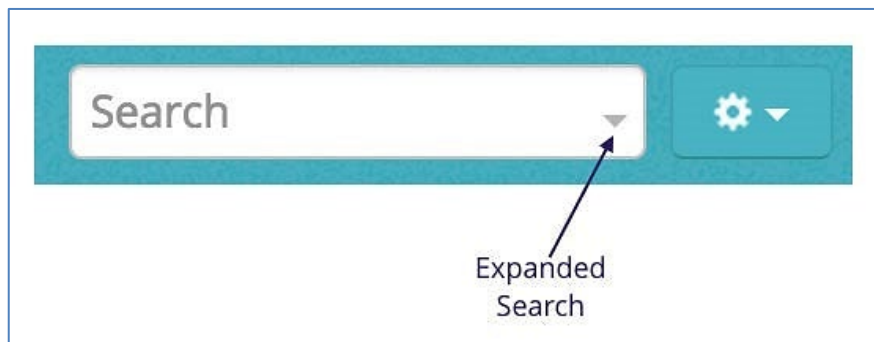


Figure 16 Dubber Search Bar

The search bar will expand to offer you more selections for your search. In the Search Dialogue, additional criteria may be applied to your searches.

Figure 17 below, shows the 'Search in' dialogue. This allows you to narrow your search from all recordings that you have access to (if you have access to all recordings for all users in your account) to only your own recordings.

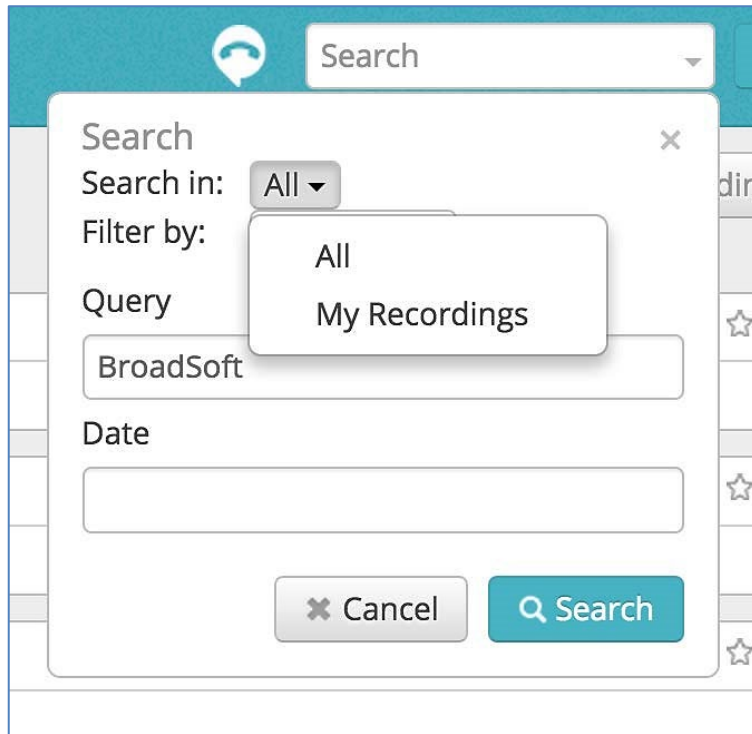


Figure 17 Dubber Search Dialog - Search In

If you are looking to search for a recording of a specific person, you may either use a query string to find their recordings, or you can choose to advanced search and select the 'Filter by' option.

'Filter by' allows you to narrow down your search to specific users or teams. This is of great benefit, if you are looking to build complex queries to find recordings in situations where you have a large number of users and high volumes of recordings to search through.

The image in *Figure 18* below, shows the 'Filter by' dialogue listing users to search.

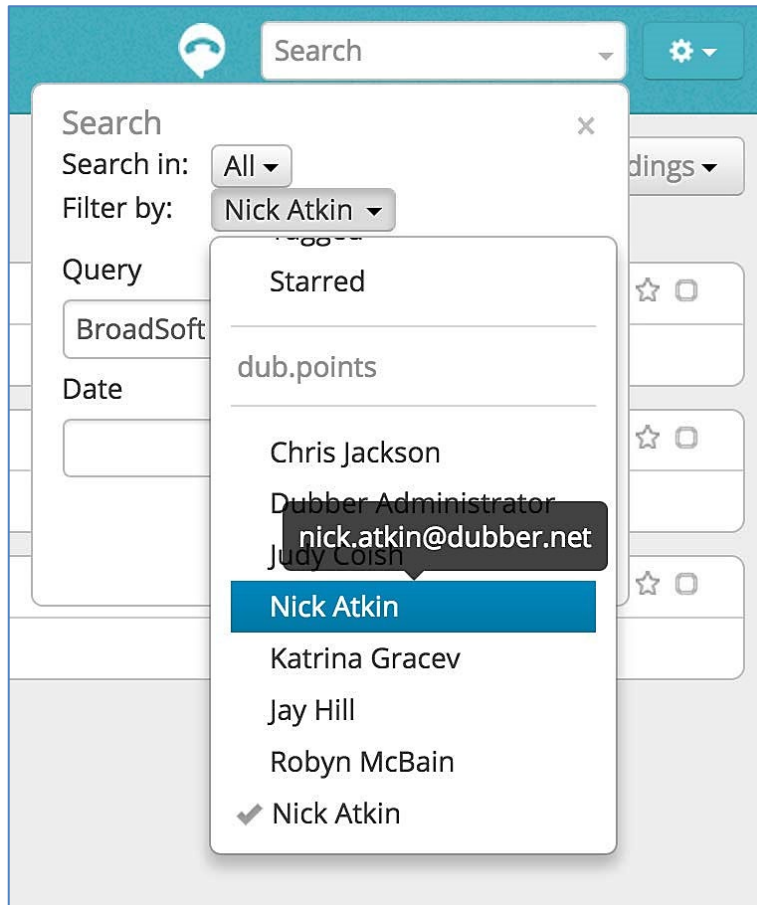


Figure 18 Dubber Search Dialog - Filter by

Search by Date

In order to narrow search fields further, the 'query', 'search in' and 'filter by' options can also be assisted by the 'Date' search function. Selecting the 'Date' field in the Dubber Search dialogue presents you with 'date periods' to amend your search, as seen in *Figure 19* below.

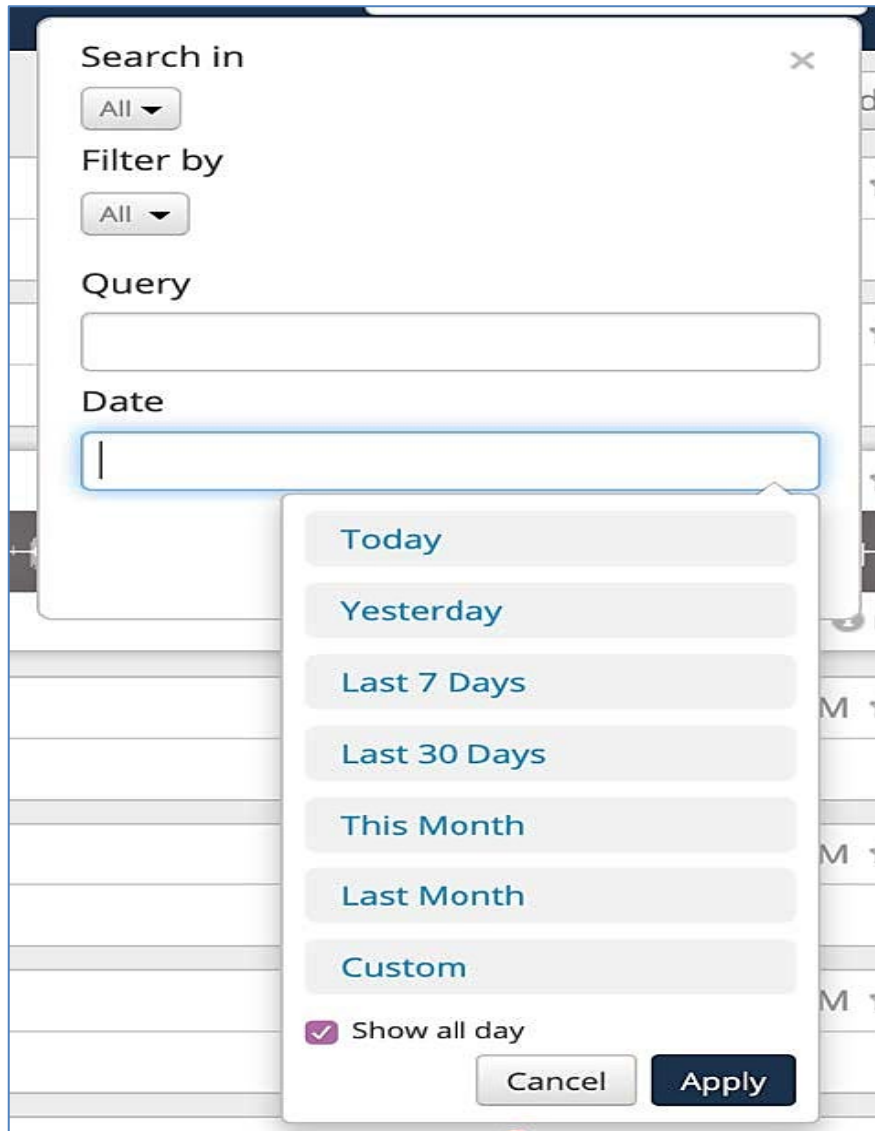


Figure 19 Dubber Search Dialog - Date Periods

The 'Date' selection allows you to either select predefined date periods:

Today	Today's recordings
Yesterday	Yesterday's recordings
Last 7 Days	Recordings made in the last 7 days
Last 30 Days	Recordings made in the last 30 days

This Month	Recordings made in the current calendar month
Last Month	Recording made in the previous calendar month
Custom Range	Allows you to create custom date range
Selection of Show all day	Will filter on all day. Deselect this option and you can enter a time period to search on

Selecting one of these date periods narrows down any other search to only include results from the date period specified.

Select 'Custom Range' allows you to specify an exact date range through use of a calendar entry system. Selecting Custom Range opens the additional dialogue shown in *Figure 20* below.

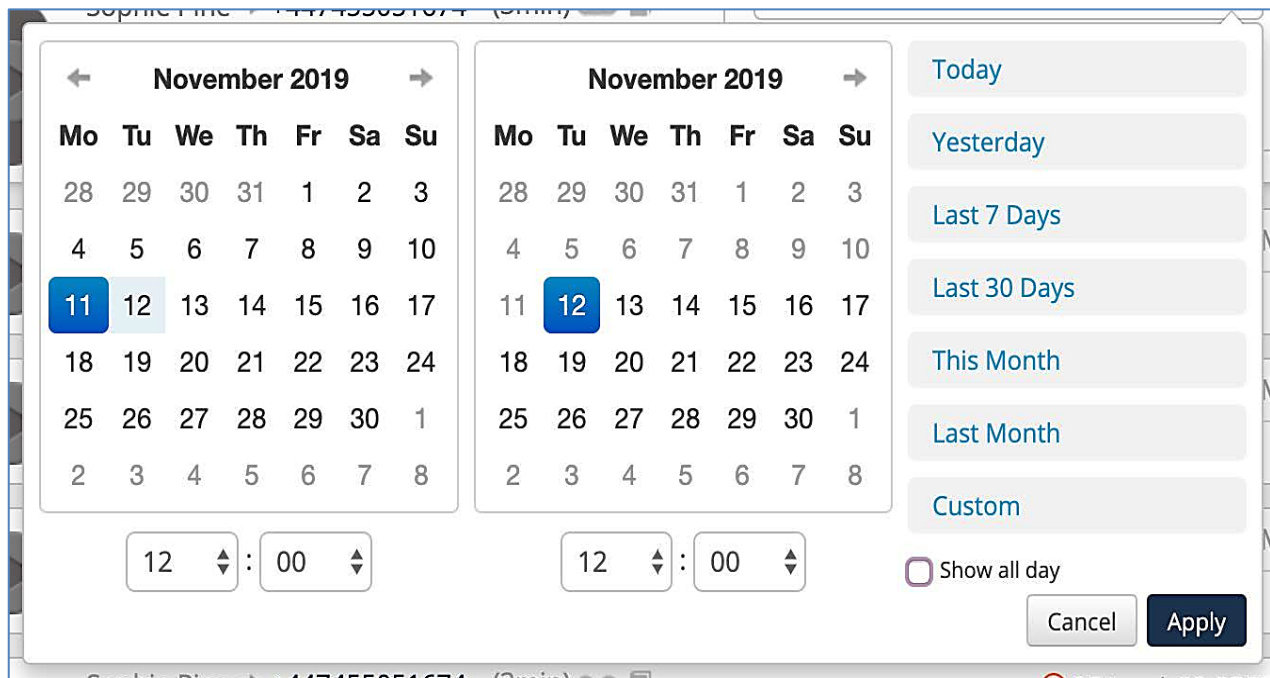


Figure 20 Dubber Search Dialog - Custom Date Range

In order to choose a date range, select the date from the calendar on the left side for your 'start date' and the date from the calendar on the right for your 'end date'. Once you have completed your selection, press 'apply' and the date range will be added to your search criteria.

Additional Search Queries

Call Duration

- To search for calls longer than certain duration use this filter criteria in the search field.
 - longer_than:hh:mm:ss e.g., longer_than:00:10:00
- To search for calls shorter than a certain duration use this filter criteria in the search field.
 - shorter_than:hh:mm:ss e.g., shorter_than:01:30:00

Call Direction

To search for specifically inbound or outbound calls, use these search criteria.

- recording_type:inbound
- recording_type:outbound

Filtering Recordings

In addition to searching for recordings through the search dialog, Dubber offers users the ability to quickly 'filter' recordings through various methods, allowing quick access to recordings with specific criteria.

In *Figure 21* below, the top bar of the user interface shows the quick filter options within Dubber.

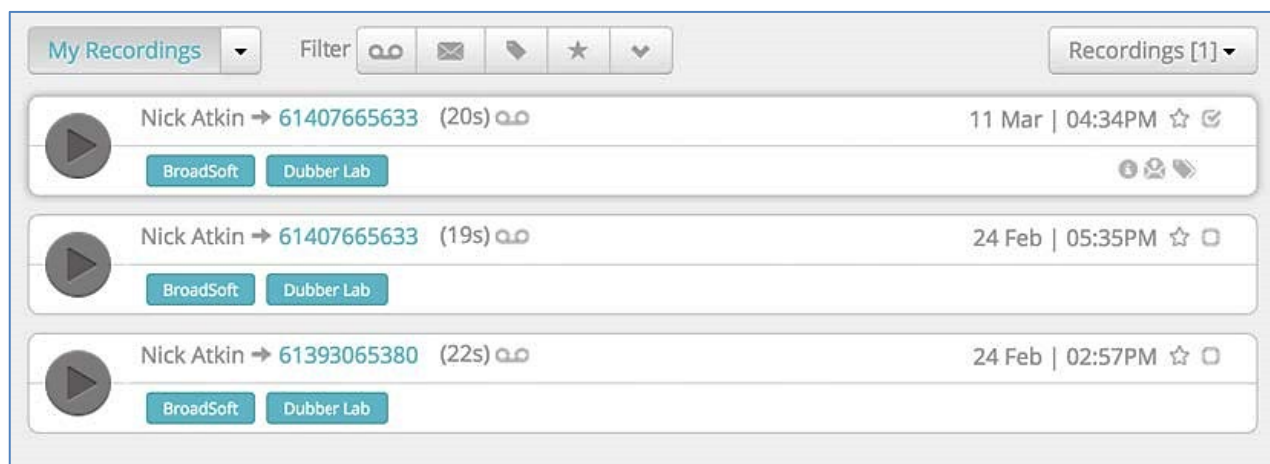


Figure 21 Dubber Recording Filtering - Overview

Calls may be filtered by several different properties. The initial method is the option to quickly change from a view that displays all users to only your recordings. This is especially useful in organisations where there exists a large number of users and high volumes of recordings.

There are 2 ways of filtering recordings based on the type of users you wish to display. *Figure 22* below shows how you can quickly change the displayed recording from 'All' users to 'My Recordings'. This allows you to quickly filter your own recordings.

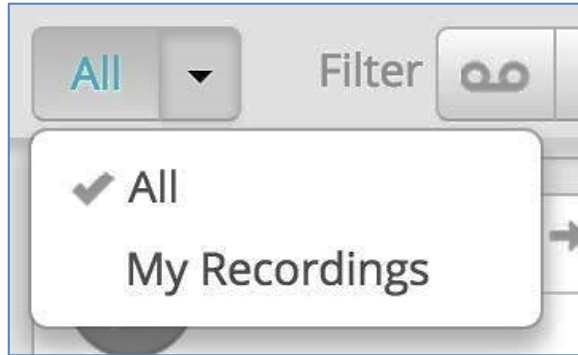


Figure 22 Dubber Recording Filtering - My Recordings

Filter by User

In order to increase efficiency in finding other users or teams' recordings, Dubber allows users to filter the recordings they are viewing to specific users or teams ('Dub Point').

Figure 23 below, demonstrates how you can quickly change which user or team recordings are displayed.

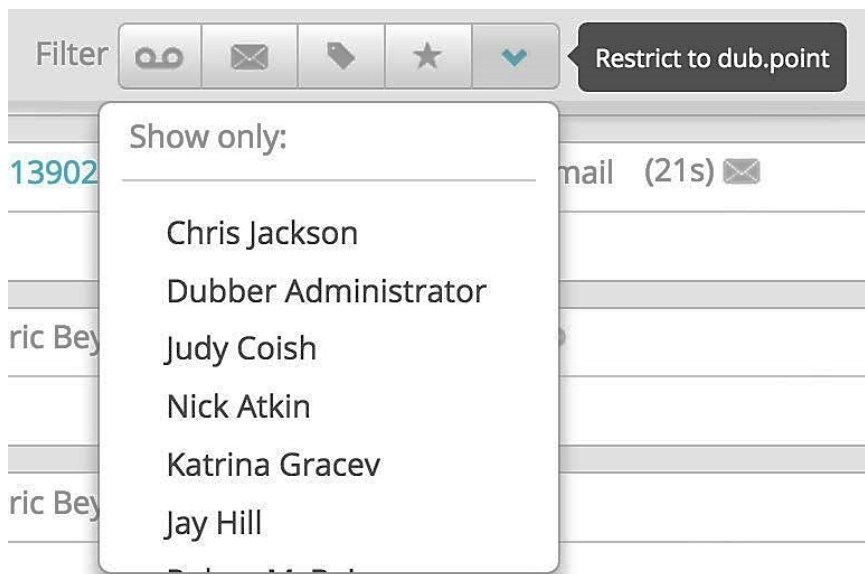


Figure 23 Dubber Recording Filtering - Restrict to dub.point

Filter by Tags

If you use 'Tags' within Dubber, you may also choose to only display recordings that have 'Tags' associated to them. This allows you to focus on recordings that contain more detailed information. In order to filter calls by 'tag', select the 'Show tagged' button as in *Figure 24* below.

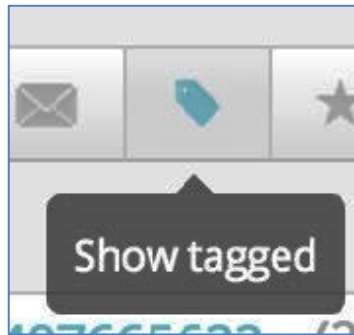


Figure 24 Dubber Recording Filtering - show tagged

Filter by Star

Another useful feature of the Dubber filtering system is the ability to 'Star' recordings. As with email and other applications, you may want to classify a document as important, in a way that you can quickly access in the future. Dubber give this option through the 'Star' button, presented beside the date, on the Dubber Media Player.

To flag a recording with a 'Star', press the 'Star' button as shown in *Figure 25* below.

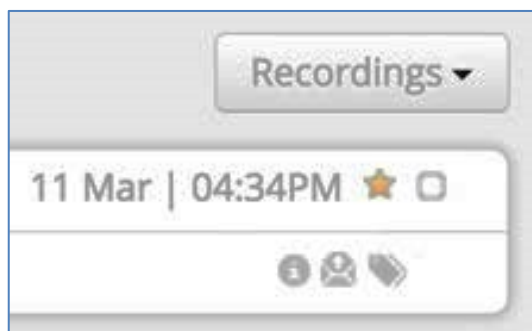


Figure 25 Dubber Recording Filtering - Star Recording

When looking for recordings that have had the 'Star' applied, select the 'Show starred' filter button from the filter pain as shown in *Figure 26* below. This will display all of the recordings that you have applied the 'Star' to.

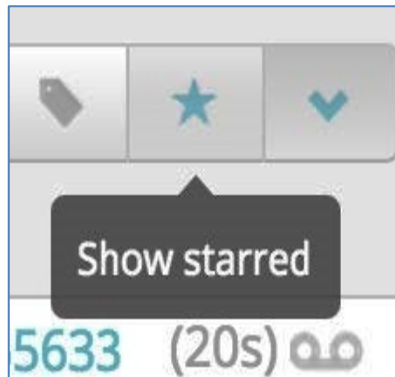


Figure 26 Dubber Recording Filtering - Show Starred

Filter by Meetings

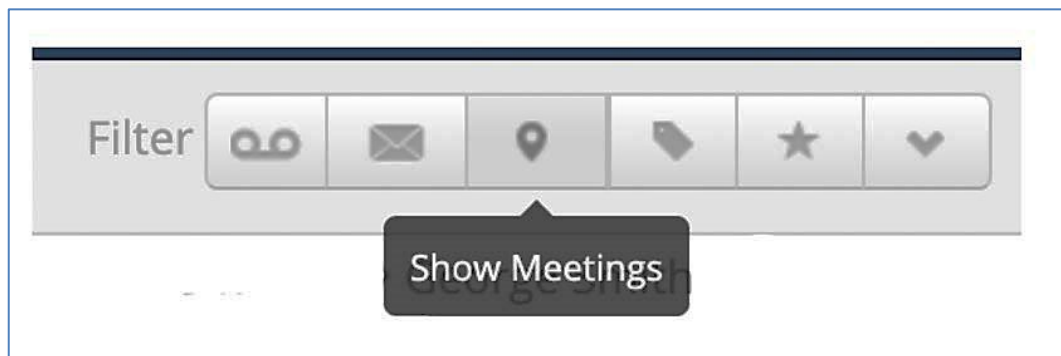


Figure 27 Dubber Recording Filtering - Show Meetings

The icon noted in *Figure 27* shows how to filter on any recordings which have been made as a meeting, via the Dubber Mobile Application. The Meeting recording is a feature which enables the user to be able to place their mobile in the middle of a face-to-face meeting and record the meeting as it occurs. Once complete the meeting is uploaded into the portal.

Filter by Voicemail

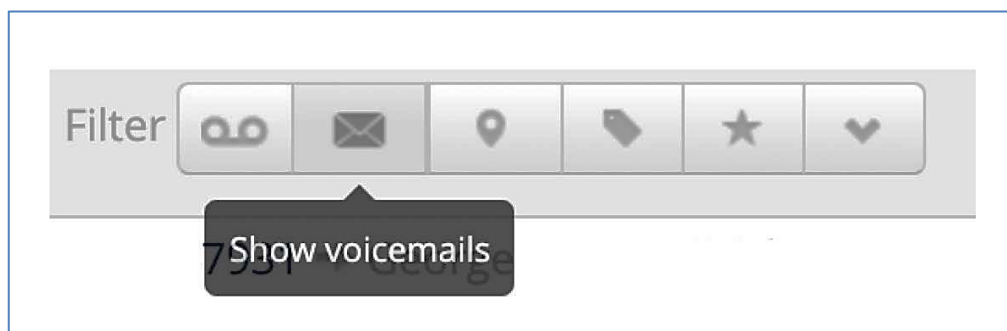


Figure 28 Dubber Recording Filtering - Show Voicemails

Figure 28 is a quick and easy filter, that when selected will show any voicemails which have been recorded. Please note that most platforms recording voicemails is an optional feature.

Filter by Recordings

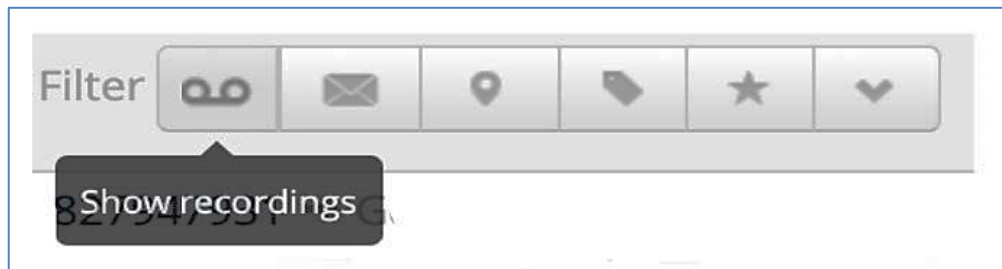


Figure 29 Dubber Recording Filtering - Show Recordings

Figure 29 is a quick and easy filter, that when selected will show any recordings which have been recorded. Note that the solution will show the most recent 25 pages or 500 calls.

Sharing Recordings

Dubber offers additional security to users by providing the option to share recordings. Downloading recordings and emailing them reduces the security by allowing others to copy and alter them. To prevent this and enhance security, Dubber Recording Sharing offers a highly secure way to share recordings without the need to download them.

Through Dubber Recording Sharing, a secure link is sent to a recipient, offering them the ability to connect to Dubber and listen to the recording. The user does not need to be hold a Dubber account.

For enhanced security of this sharing method, links sent to 3rd parties are only available for a fixed duration, after which the secure link ceases to work.

To share recordings, click the 'Share' button under the recording in the Dubber Media Player as shown below in *Figure 30*:

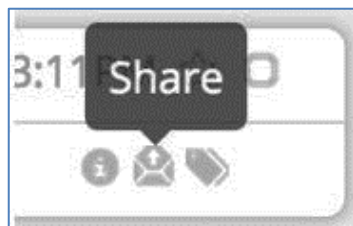


Figure 30 Dubber Recording Sharing - Share Button

Once you click the 'Share' button, a sharing dialogue box opens on the page as shown below in *Figure 31*:

Share this recording

nick.atkin@dubber.net

Recommended Call Recording

Hi,

A call has been recorded using dubber our Call Recording service and I think you should listen to it.

Thanks,
Nick

Nick Atkin → [61407665633](#) (20s) 🎧 11 Mar | 04:34PM

Do you understand you're sharing this recording? Yes, tick the box.
[Learn More](#)

✕ Cancel

✔ Share

Figure 31 Dubber Share Recording Dialog

Within the dialogue box, add the recipients email address. If you wish to, you can change the Subject and Description of the message. Once you have filled in the details, check the confirmation box at the bottom of the dialogue box to confirm that you 'understand you are sharing this recording' and press 'share'.

This dialogue will initiate an email to the sharing recipient and provide them with a hyperlink to access the recording.

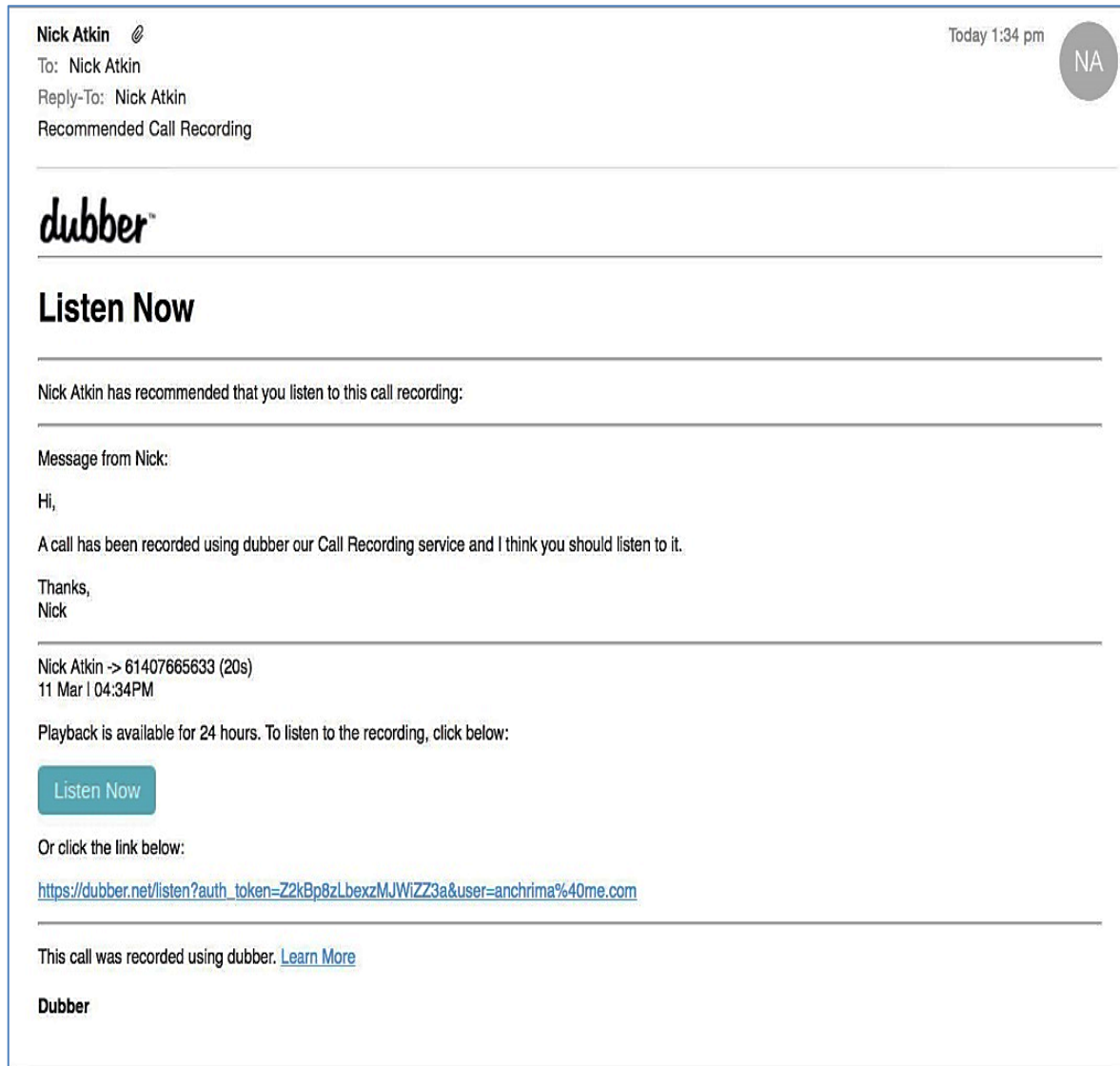


Figure 32 Dubber Share Recording Dialog

Once the recipient clicks on the 'Listen Now' button in the email, they are automatically directed to the Dubber Portal where they can immediately play the shared recording.

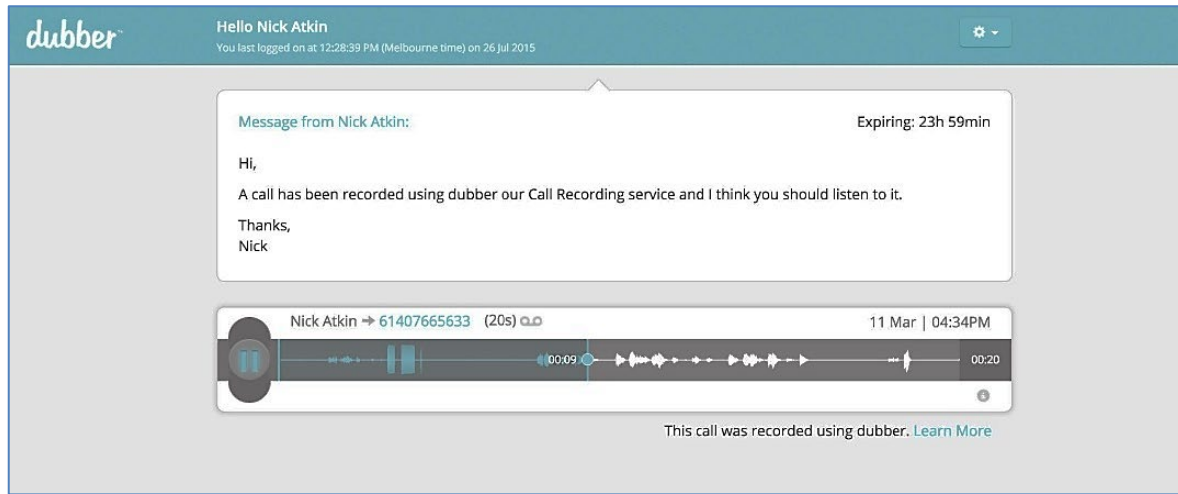


Figure 33 Dubber Share Recording Dialog

Additional Administrator User Permissions

Download Recordings

Dubber Account Administrators have additional privileges within the Dubber Portal enabling them to perform specific administrative duties.

One of these tasks is the ability for an Administrator to download recordings to their local device.

Logged in as an Account Administrator, additional icons are available to enable downloading, as seen below in *Figure 34*:

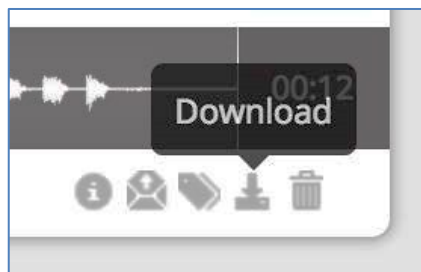


Figure 34 Dubber Download Recordings Button

Once clicked, Dubber generates a temporary download token, allowing the user to then download the actual recording from the platform. This temporary link is only valid for 30 seconds, ensuring security of the download link.

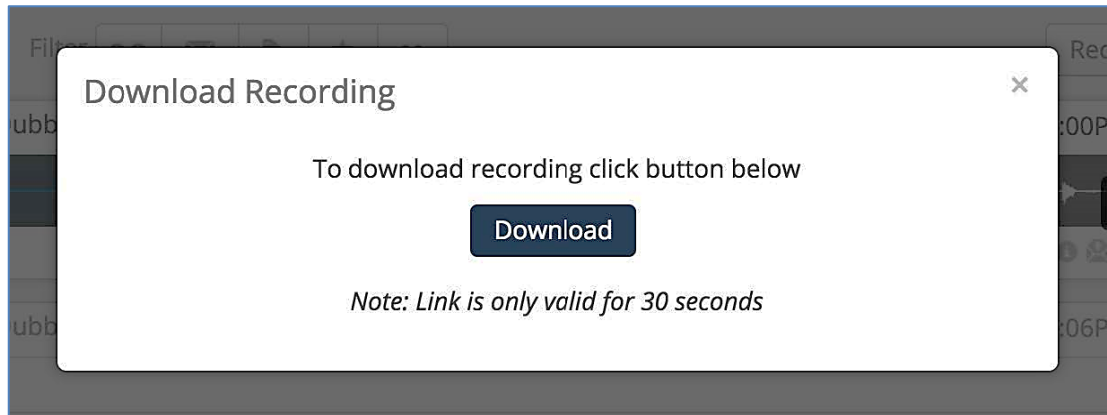


Figure 35 Dubber Download Recording

Clicking the Download button, accesses the download link and the recording file is automatically downloaded to the local user's device.

Delete Recordings

Dubber enables Account Administrators the ability to delete recordings from their account. This process is restricted by user type and is only permissible by authorized Administrator users.

Logged in as an Account Administrator, additional icons are available to enable deletion, as seen below in *Figure 36*:

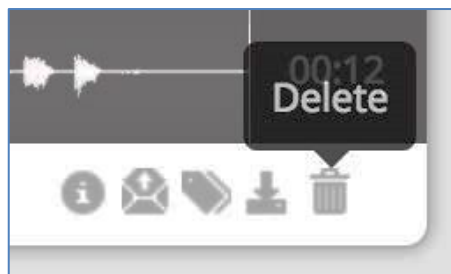


Figure 36 Dubber Delete Recordings Button

Once the administrator has clicked the trash icon, a user prompt popup is displayed to ensure audit tracking and verification is performed prior to deleting the recording and metadata from the Dubber platform.

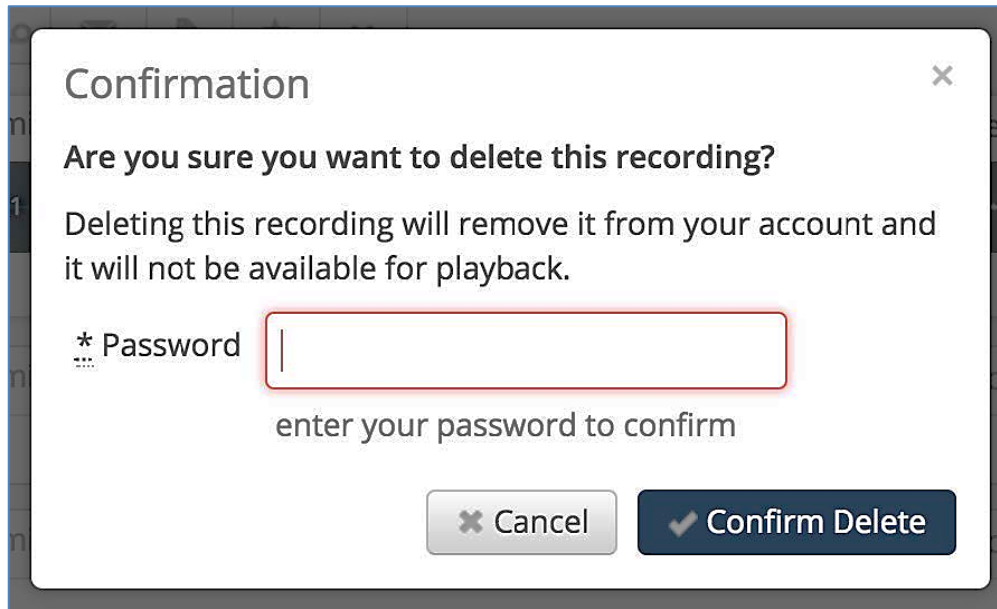


Figure 37 Dubber Delete Recording Dialog

Once the administrator adds their password in the deletion dialog box and 'Confirm Delete' has been clicked the record is permanently deleted from Dubber.

A notification is displayed once the deletion is complete at the top of the Dubber Portal page.

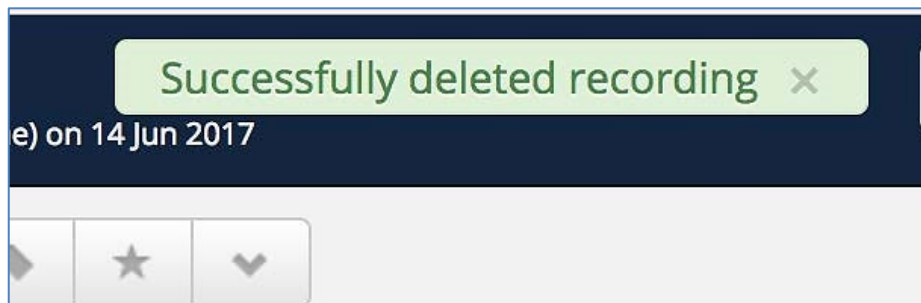


Figure 38 Dubber Delete Recording Dialog

Profile Features

As an End-User of the platform you have the following features in order to help manage your own user login and details.

- You can see and change your email address.

To access all Profile features, go to the Settings cog in the top right of the page and drop down to Profile.

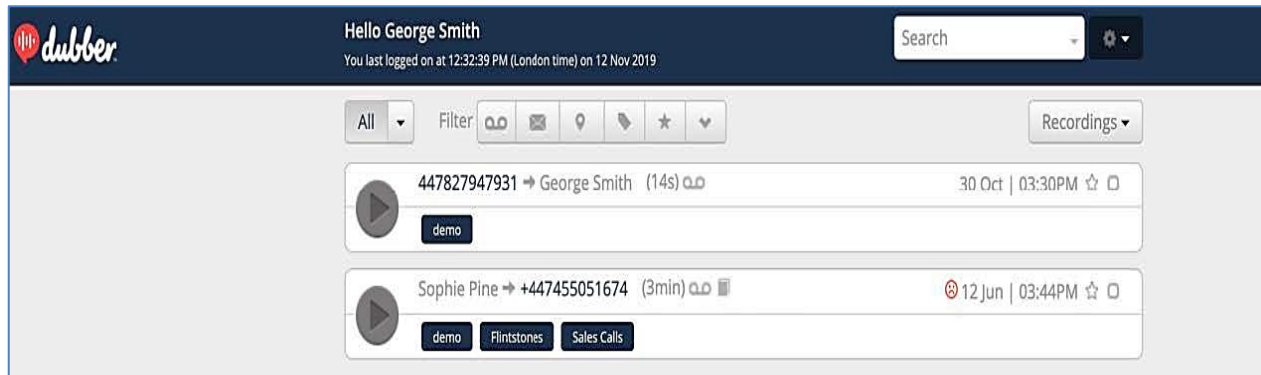


Figure 39 How to Access the Settings Option

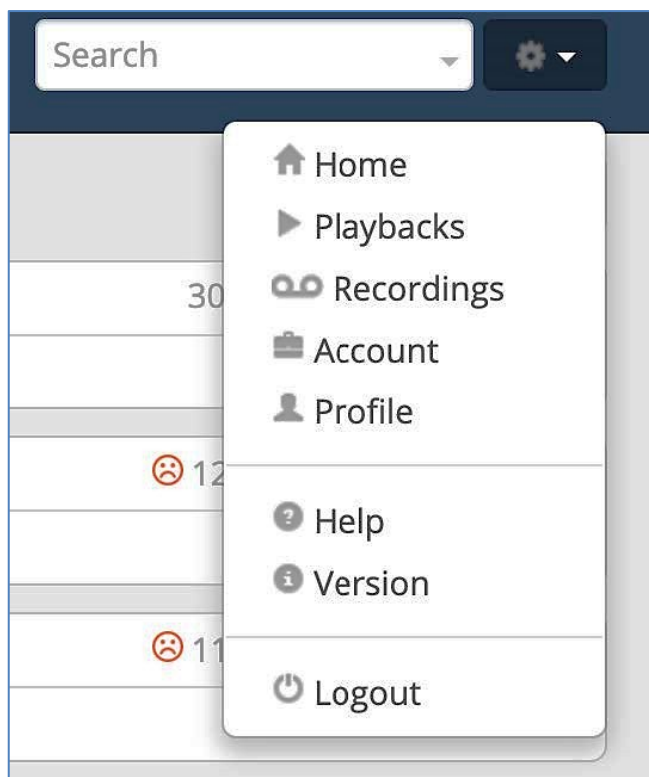


Figure 40 Profile Selection

Once the profile option has been selected the following will be displayed (shown in Figure 41):

George Smith

Profile

dub.points

You can change your profile at gravatar.com

* Role: Standard User

Username: dubberdemo@gmail.com [Change]

Password: [Change]

* Name: George Smith




Mobile: [Dropdown]

Figure 41 Profile

As an end-user you can change the Name associated to your recording line, note that changing this will update all historical calls and calls going forwards, when they are displayed on the recordings page.

Against a dub.point you are able to see the recordings lines, which you have against your user and if the option has been activated by your Account Administrator user, you can restrict a dub.points recordings so that they are only visible to you the owner of the recording line. The icon highlighted in yellow, is the selection you can use to restrict your dub.point from being viewable by others.

George Smith

Profile	Recorder	Reserved	07480026080	
	Recorder	Playback	07480026083	
	Meeting	Emma's meetings	Emma's meetings	

dub.points

Figure 42 Dub.point information and restriction

Note that the icon beneath the people in white, denotes that you can't restrict access to the calls made by this dub.point.

EVOLVE IP, LLC

Cloud Hosted Call Recording with Dubber 

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