

# Search for Call Recordings in Dubber

There are several ways to search for call recordings within the Dubber portal. The document runs through different options

## Basic Search Functions

### Search by Name

Use the Search window to search by name. It can be a first name or last name. This is a fairly generic search and will return a list of any recording found under your search term.

The screenshot shows the Dubber portal interface. At the top, a dark blue header bar contains the text "Hello John Miller" and "You last logged on at 12:58:21 PM (Eastern Time (US & Canada) time) on 18 Nov 2022". To the right of this bar is a search input field with the text "John" entered, which is circled in red. Below the header bar, there is a "Filter" section with icons for various filters, and a "Recordings" dropdown menu. The main content area displays "Results for: John" and a list of four call recordings. Each recording entry includes a play button icon, a "NEW" badge, a phone number, a name, a duration, and a timestamp. The first three recordings are from "John Erick Garcia" and the fourth is from "John Erick Garcia".

Recording ID	From	To	Duration	Timestamp
+14404792882	John Erick Garcia		(23s)	18 Nov   03:42PM
John Erick Garcia		+13017180208	(13min)	18 Nov   02:23PM
John Erick Garcia		voicemail	(12s)	18 Nov   02:23PM
+14107820724	John Erick Garcia		(8min)	18 Nov   02:13PM

### Search by Number

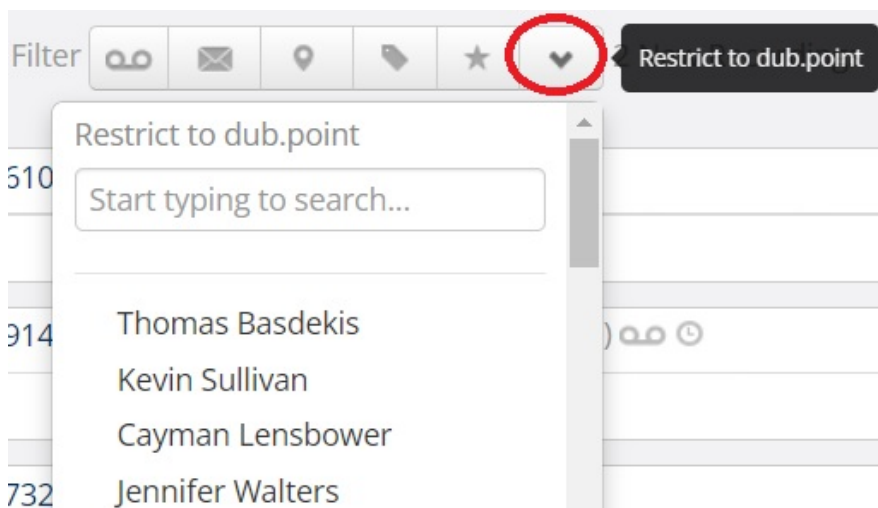
Use the search window to type in a phone number, whole or partial. This is a fairly generic search and will return a list of any recording found under your search term.

The screenshot shows the Dubber portal interface. At the top, a dark blue header bar contains the text "Hello John Miller" and "You last logged on at 12:58:21 PM (Eastern Time (US & Canada) time) on 18 Nov 2022". To the right of this bar is a search input field with the text "612801" entered, which is circled in red. Below the header bar, there is a "Filter" section with icons for various filters, and a "Recordings" dropdown menu. The main content area displays "Results for: 612801" and a list of four call recordings. Each recording entry includes a play button icon, a name, a phone number, a duration, and a timestamp. The first three recordings are from "Jocelyn Hechtl" and the fourth is from "John Miller".

Recording ID	From	To	Duration	Timestamp
Jocelyn Hechtl		+16128010810	(9min)	19 Oct   09:38AM
John Miller		+16128016956	(9s)	11 Oct   09:26AM
John Miller		+16128016956	(12s)	11 Oct   09:20AM
+16128016956		John Miller	(32s)	15 Sep   11:22AM

### Restrict to dub.point

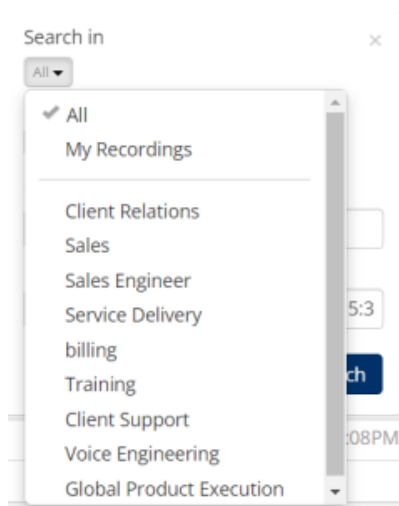
This search narrows down to a specific dub.point. It's probably the quickest and most accurate filter for finding a specific person. Click on the down arrow and choose from the list. You can enter the first few letters of the name to quicken the process.



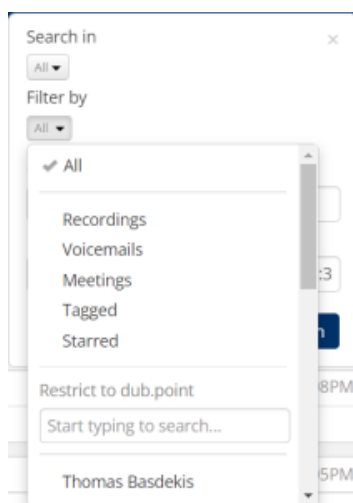
## Search by Date and/or Time

In the Search window, move your cursor over to the right until a down arrow appears. Apply as much filter as desired

Search in Filter - allows you to narrow a search within personal recordings, all recordings or recordings from a specific Team



Filter By - allows you to narrow a search within a type of recording or tag. You can further refine to a user by using the "restrict to dub.point" and select a specific name. This type of search is not used frequently.



Search in

All

Filter by

All

Query

John

Date

✕ Cancel

🔍 Search

Search in ✕

Filter by

Query

Date

Today

Yesterday

Last 7 Days

Last 30 Days

This Month

Last Month

Custom

☒ Show all day

Cancel Apply

**Hello John Miller**

You last logged on at 12:58:21 PM (Eastern Time (US & Canada) time) on 18 Nov 2022

All Filter [Icons]

- NEW +16102634320 → Ron Tuhy (56s)
- NEW +19149229537 → Anthony Marroquin (5min)
- NEW [Video Icon]
- NEW [Video Icon]
- NEW [Video Icon]
- NEW [Video Icon]
- NEW [Video Icon]
- NEW [Video Icon]
- NEW [Video Icon]

Search in [Dropdown]  
Filter by [Dropdown]  
Query [Text Box]  
Date [Text Box]

November 2022  
Mo Tu We Th Fr Sa Su  
31 1 2 3 4 5 6  
7 8 9 10 11 12 13  
14 15 16 17 18 19 20  
21 22 23 24 25 26 27  
28 29 30 1 2 3 4  
5 6 7 8 9 10 11

November 2022  
Mo Tu We Th Fr Sa Su  
31 1 2 3 4 5 6  
7 8 9 10 11 12 13  
14 15 16 17 18 19 20  
21 22 23 24 25 26 27  
28 29 30 1 2 3 4  
5 6 7 8 9 10 11

Today  
Yesterday  
Last 7 Days  
Last 30 Days  
This Month  
Last Month  
**Custom**

[ ] Show all day

Cancel Apply

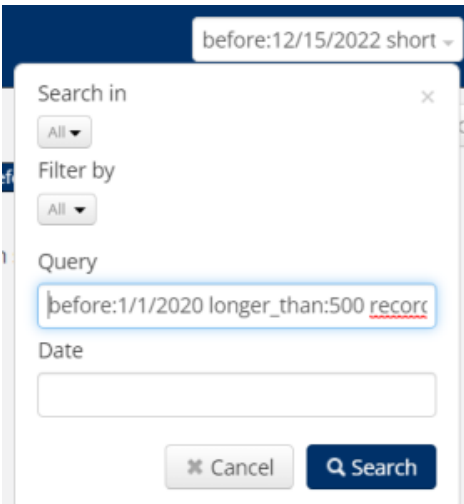
# Advanced Search Functions

Advanced search functionality can be achieved using the search window on the Recordings tab and the following commands and syntax

## Example

If you were to enter the following command string into the advanced search window

before:1/1/2020 longer\_than:500 recording\_type:meeting



will return results that are were received before 1st Jan 2020, AND are longer than 500 seconds AND that are meetings.

## Search strings by filter type

### Direction / Type

Type	Via UI
Return only Outbound recordings	recording_type:outbound
Return only Inbound recordings	recording_type:inbound
Return only Meeting recordings	recording_type:meeting

### Duration

Type	Via UI
Return only recordings that are longer that n seconds	longer_than:20
Return only recordings that are longer that n seconds	shorter_than:120
Recordings only longer than: hh:mm:ss	longer_than:00:10:00
Recordings only shorter than: hh:mm:ss	shorter_than:00:10:00

### Date & Time

dd/mm/yyyy format

Type	Via UI
Return only recordings that occurred on this date	on:1/1/2020
Return only recordings that occurred before this date	before:1/1/2020
Return only recordings that occurred after this date	after:1/1/2020

yyyy-mm-dd format

Type	Via UI
Return only recordings that occurred on this date	on:2020-01-01
Return only recordings that occurred before this date	before:2020-01-01
Return only recordings that occurred after this date	after:2020-01-01

yyyy-mm-ddThh:mm:ss format

Type	Via UI
Return only recordings that occurred on this date and time	on:2020-01-01T12:00:00
Return only recordings that occurred before this date and time	before:2020-01-01T12:00:00
Return only recordings that occurred after this date and time	after:2020-01-01T12:00:00

Note - There are three different styles of data format that is accepted. Regardless of the format preferred, the outcomes are the same with results returned before/on/after the date or time provided.

### Keywords

Type	Via UI
Keyword search	keywords:[keyword1,keyword2,keyword3,keywordmore]

This works on an 'OR' basis. If Dubber matches either keyword1, keyword2 or keyword3, the recordings (that include that keyword) will be returned

### Number

Entering a number, of any length will attempt a match

### Other participant

Type	Via UI
Other participant search	other_participant:[TelephoneNumber]

Replace "TelephoneNumber" (but retain the square brackets) and Dubber will return recordings where the other recipient's phone number includes that digit, or that string of digits.

If AI / Transcription has been enable on the account the following additional advanced search options are available

### Sentiment

Type	Via UI
Search for recordings where the document sentiment was positive	sentiment:positive

Search for recordings where the document sentiment was neutral	sentiment:neutral
Search for recordings where the document sentiment was negative	sentiment:negative

### Tone / Emotion

Type	Via UI
Search for recordings where Joy was detected	tones:[joy]
Search for recordings where Sadness was detected	tones:[sadness]
Search for recordings where Anger was detected	tones:[anger]
Search for recordings where Analytical was detected	tones:[analytical]
Search for recordings where Confidence was detected	tones:[confident]
Search for recordings where Tentative was detected	tones:[tentative]
Search for recordings where Fear was detected	tones:[fear]

It's possible to search for multiple tones by formatting the search as tones:[tone1,tone2,tone3,tonemore] however this will be treated as an 'OR' search. The more tones you add, the more recordings are going to match.

### User

Type	Via UI
Return only recordings associated with the named user	user:UserID

Remember, the userID is not the Username that is listed against the user, but rather the slug (our human-readable, unique identifier) –

An example of this is the Username casey.waters@dubber.net becoming the UserID of casey-waters-dubber-net (replacing characters "." or "@" in the Username with "-" in the UserID)