# 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.
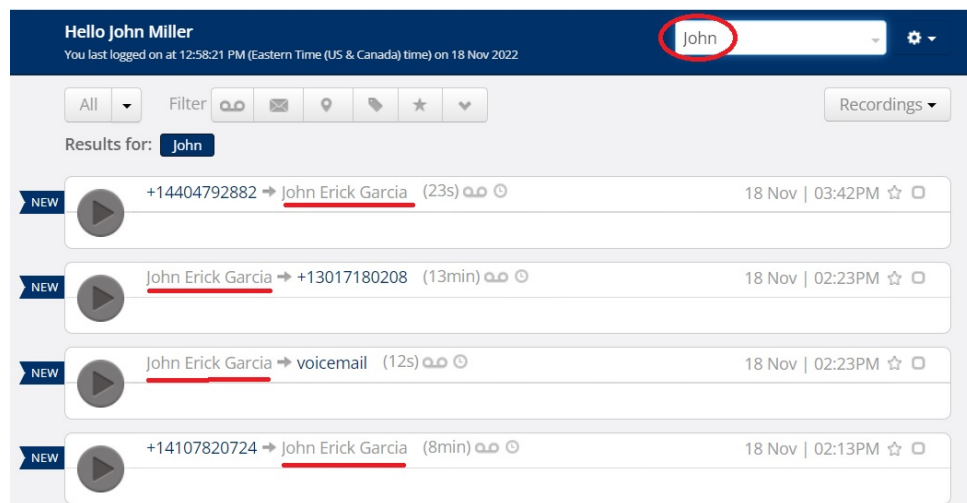

Search by Number

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.
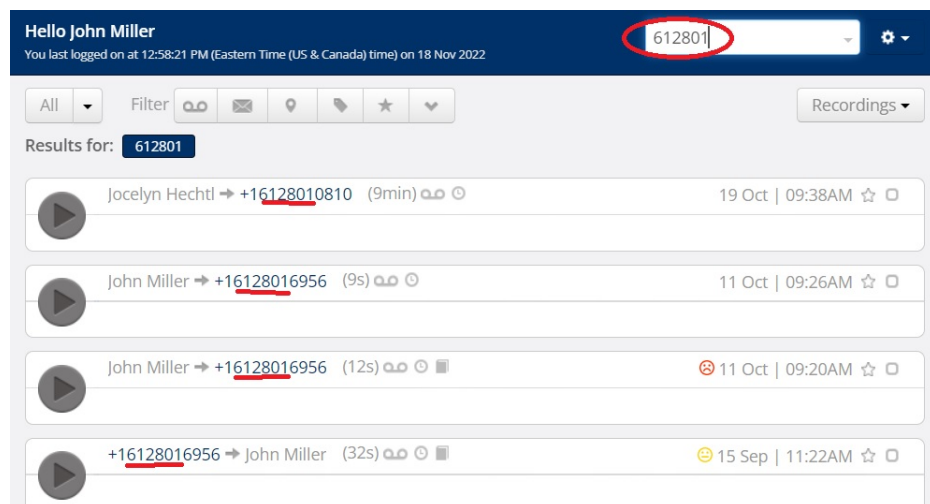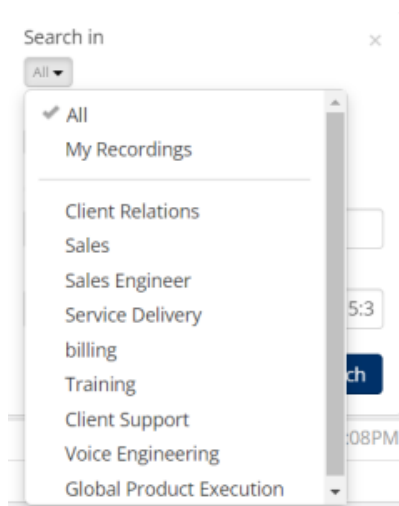

Restrict to dub.point

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.
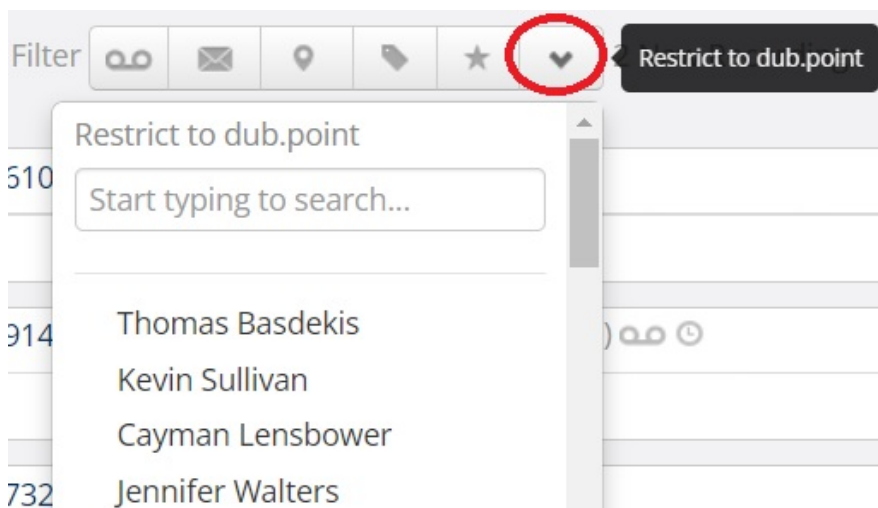
Search by Date and/or Time

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.
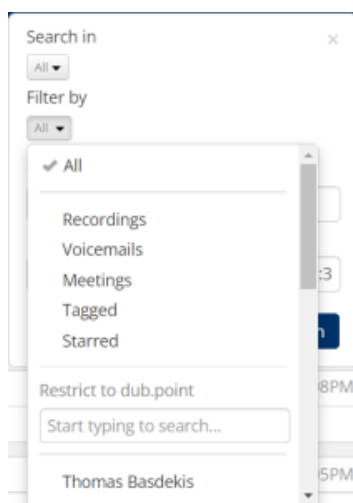
Query - this field works in a similar fashion to the generic Search window. Enter a name, phone number (partial or whole) or other term. This field should also be used for advanced searches (see below)

Search by Date - choose one of the selected time frames - Today, Yesterday, Last 7 Days, Last 30 Days, This month, Last Month. If Show all day is checked, the search will return recordings from all hours for the day(s) selected

Search by Date CUSTOM - This tool gives the most flexibility. Choose Custom and de-select the "Show all day" button. Using the calendars on the left and the time fields under the calendars, narrow your time period search as desired. NOTE: The time fields are displayed in 24 HR format and the time zone is set to where the account is located. For example, if the account is located in New York, ALL RECORDINGS are tagged with Eastern Time Zone times.
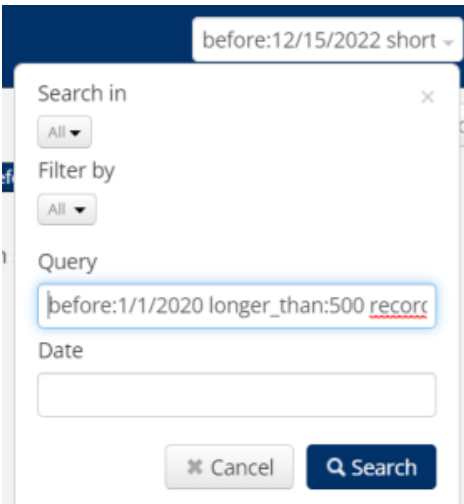
Advanced Search Functions

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)