



USER GUIDE

Dubber User Guide



Copyright Notice

Copyright © 2022 Dubber Corporation Limited. All rights reserved.

Any technical documentation that is made available by Dubber Corporation Limited is proprietary. It is confidential and considered the copyrighted work of Dubber Corporation Limited.

This publication is for distribution under Dubber non-disclosure agreement only. No part of this publication may be duplicated without the express written permission of Dubber Corporation Limited.

Level 5, 2 Russell Street, Melbourne VIC, 3000.

Dubber reserves the right to make changes without prior notice.

Trademarks

Dubber is a trademark of Dubber Corporation Limited.

All other trademarks are the property of their respective owners.

This document is published in Australia.

Document Revision History

Version	Reason for Change
1.1	Introduced document for Dubber Platform – End User Guide
1.2	Updated for UI changes
1.3	Updated user features
1.4	Updated user features
1.5	Update of document to reflect product changes
1.6	Update of document to reflect product changes
1.7	Update for additional search terms



Contents

Introduction.....	5
Getting Started	5
How to Login to Access Dubber.....	5
Login Page.....	6
Password Criteria.....	6
Password Reset	6
Navigation	8
Dubber Media Player.....	9
Display Recording Information.....	10
“Recording Information” Button.....	10
“Share” Button	10
“Tags” Button	11
Skip and Playback Speed	11
Recordings Tags.....	11
Search for Recordings.....	12
Search by Date.....	14
Additional Search Queries	15
Call Direction and Type.....	15
Duration.....	15
Date & Time.....	16
Keywords	16
Number	16
Other participant.....	17
Sentiment	17
Tone / Emotion.....	17
User	17
Filter Recordings.....	18
Filter Menu	18
Filter by Recordings	18
Filter by Voicemail	19
Filter by Meetings.....	19
Filter by Tags.....	19
Filter by Star	19
Filter by Legal Hold	20
Filter by User	20



Share Recordings	21
Additional Administrator User Permissions	22
Download a Recording	22
Download Multiple Recordings	23
Delete Recordings.....	24
Profile Features	25
More Information.....	26



Introduction

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

The focus of this guide is to help the end user to navigate, search, playback and manage recordings in the Dubber Web Portal. Step by step procedures are included to show users how to walkthrough various tasks in Dubber.

The Dubber web platform allows users of the system to manage call recordings. Users of the system may be characterized as administrators, supervisors or users. Users are assigned roles in Dubber that provide various permissions to both features and functions in the platform and also access to recordings through recording permissions.

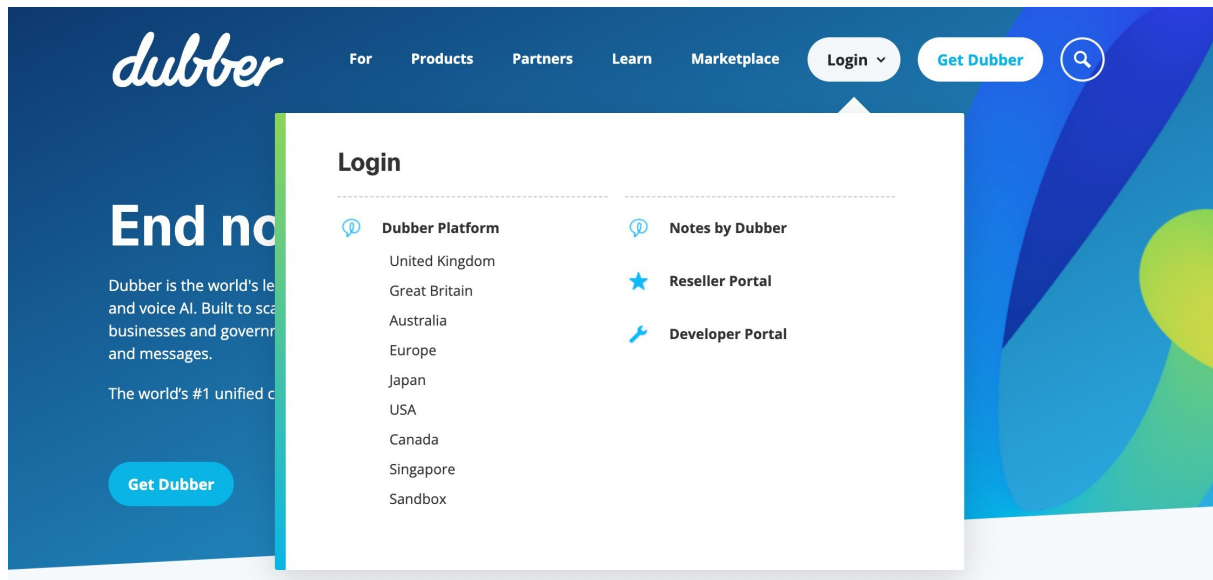
When users initially logs in to the system, they are presented with a guided tour of the major features and functions in the system. This tutorial, enabling quick tuition for completing simple tasks in the system.

Getting Started

Dubber is a “native cloud” application. Access to the platform is as simple as connecting to the Dubber Portal web site from any active internet capable device.

How to Login to Access Dubber

To access the Dubber Portal, go to the Dubber Home Page at <https://us.dubber.net/login> and click on the “Login” button. This takes you to the Dubber Login page so you can enter your security credentials.



Frequent users of the Dubber portal may also assess the actual Login page directly at <https://us.dubber.net/login>. We advise you to add this URL to your browser’s bookmarks for ease of access to the Dubber Portal.



Login Page

Once on the login page, you must enter your username and password to access the Dubber Portal.

English (Great Britain) v

User Login

Email

Password

Remember me [Forgotten your password?](#)

Login

Password Criteria

Dubber applies password policies to users of the Dubber Portal to enforce security in the system.

All passwords should be meet the complexities set out.

Users should choose passwords that are at least eight characters long and contain a combination of upper- and lower-case letters, numbers, and punctuation marks and other special characters.

These requirements are enforced in the Dubber application when setting the password.

In addition to meeting those requirements, users should also use common sense when choosing passwords. Avoid basic combinations that are easy to guess. For instance, choices like “password”, “password1” and “Pa\$\$w0rd” are “weak” from a security perspective.

All passwords must be changed regularly.

If the security of a password is in doubt— for example, if it appears that an unauthorized person has logged into the account — the password must be changed immediately.

Password Reset

If a user is unable to remember their password or enters an invalid username or password, the system shows a message at the top of the login page: “Invalid Username or Password”.



English (Great Britain) v

User Login

kate.milns@dubber.net

Invalid username or password.

Password

Remember me [Forgotten your password?](#)

Login

If you are unable to remember your password, click the “Forgotten your password?” link. This takes you to the Dubber Password Retrieval process.

When you click on the “Forgotten your password?” link, it opens a password reset window.

English (Great Britain) v

Forgot Your Password?

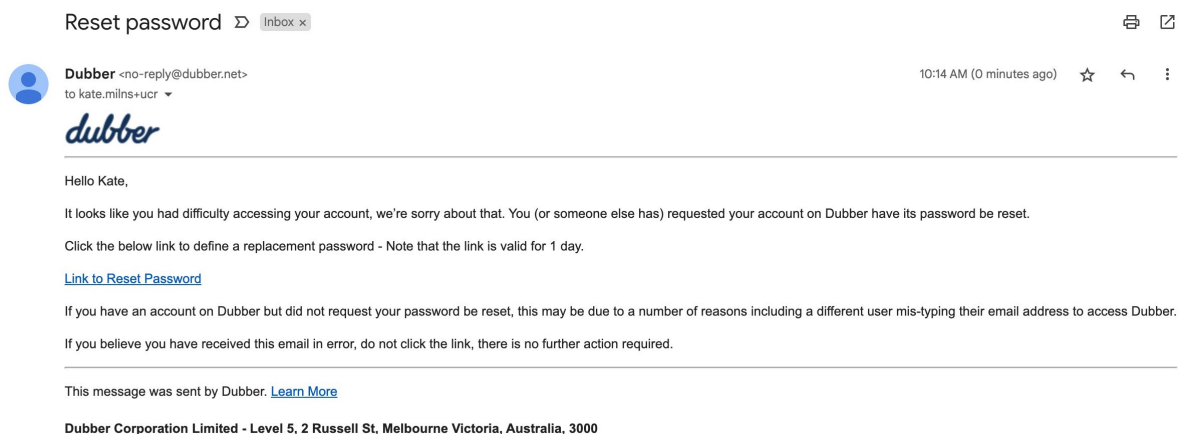
Email Address

< Back to Login

Submit

Enter your username or email address and we will send you instructions on how to create a new password.

Enter your registered email address and the Dubber Portal sends you an email with the title “Reset Password”.





When you have received the reset email from Dubber, follow the link. This link takes you to the Change Password page.

Enter a password in the “New Password” field and re-type it exactly in the “Confirm Password” field. Make sure your new password meets the minimum password security restrictions, then click on the “Confirm” button. After you have reset your password successfully, the system takes you directly to the Dubber Portal.

Navigation

When you login to Dubber, it takes you to the Dubber Recording Portal. The main page of the Dubber Portal allows you to complete all functions in Dubber relating to recording management and playback.

The Dubber Portal page allows the users the ability to complete all functions associated to the recordings.

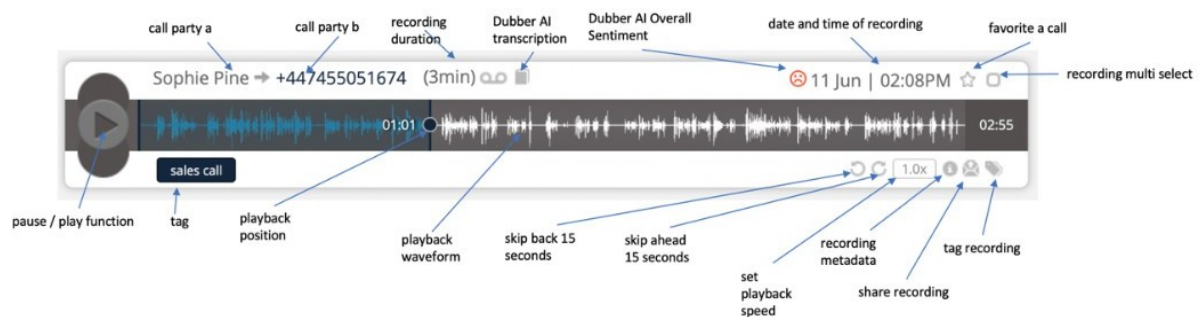


The main page of the Dubber portal helps you complete these tasks associated with recordings:

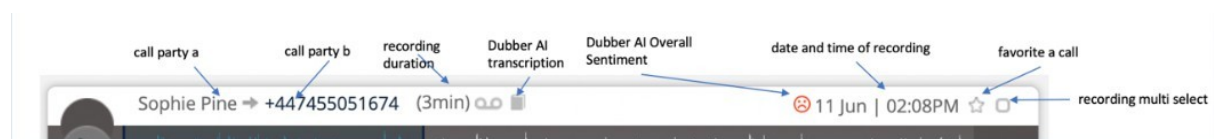
- Retrieve Metadata
- Filter
- Search
- Tag
- Star Highlight
- Playback
- Share
- Access Settings

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.



The top section of the Dubber Media Player shows information associated with the recording.



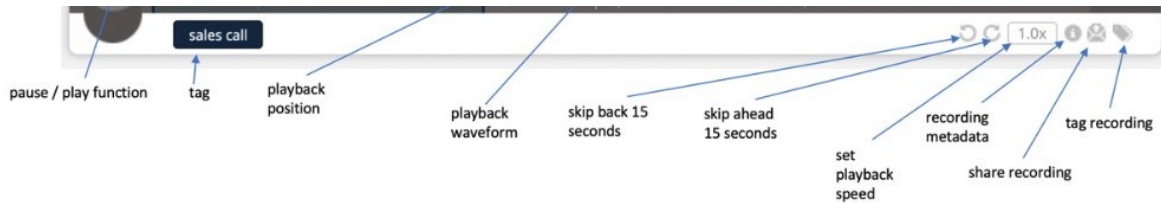
This example shows a recording of Call Party A to Call Party B. The position of Call Party A and Call Party B and the direction of the arrow demonstrates the direction of the call. Dubber user “Sophie Pine” made an outbound call to the phone number. This also shows the duration of the recording, and the time and date, that the recording was made. To the right side of the Media Player are “Star” and “Multi-select” buttons. Use the star button to flag the recording for easy searching. The “multi-select” button lets you select multiple recordings so you can then apply a function to them at the same time. For example, you can multi-select a group of recordings to add tags to all of them at the same time.



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



The vertical blue line with circle in the middle is the playback indicator. It shows the current position in the playback of a recording. Drag the play line to any position in the recording to play any part of the recording.



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

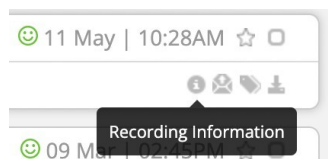
On the left side of the Player, any tags associated to the recording are displayed. These tags may have been created automatically or added by a user.

The right side of the player has buttons for carrying out actions against the recording.

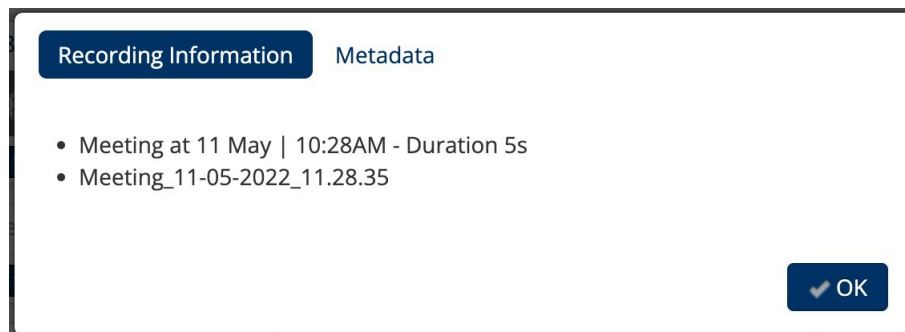
Display Recording Information

“Recording Information” Button

To see details of the recording such as the date, time, and duration of the call, click on the “Recording Information” button.

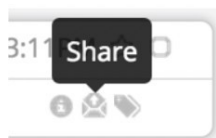


This opens the “Recording Information” screen, which shows metadata collected with the recording.



“Share” Button

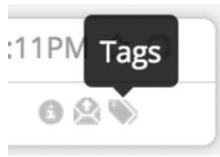
The “Share” button lets you share call recordings with other Dubber users. Because this happens within Dubber, this is more secure than downloading the recording and emailing a file. For more information about the “Share” button, see the “Share Recordings” section.





“Tags” Button

Tags are used for classifying recordings, and help with searching and grouping recordings. For more information about the “Tags” button, see the “Recording Tags” section.



Skip and Playback Speed

The skip and speed controls are useful when you are listening to call recordings.



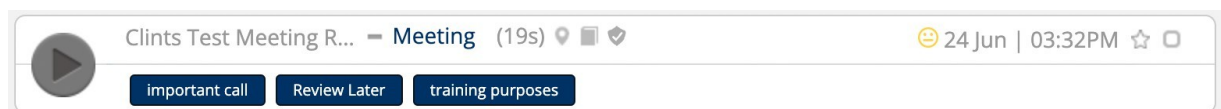
The skip forward and skip back buttons advance or rewind the playback by 15 seconds. To set the speed of the playback, select an option from the menu. Playback speed options are 0.5x, 1.0x, 1.5x, and 2.0x times the standard speed.

Recordings Tags

Dubber adds tags to recordings to help with advanced searching and grouping of recordings. These tags are used for classifying recordings.

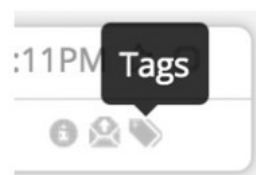
Tags may be used for any number of purposes. Some examples of these uses include tagging call types for sales or support, and adding account numbers to recordings to allow search of recordings for a specific customer.

When tags have been added to a recording, they are visible in the bottom left side of the Media Player:

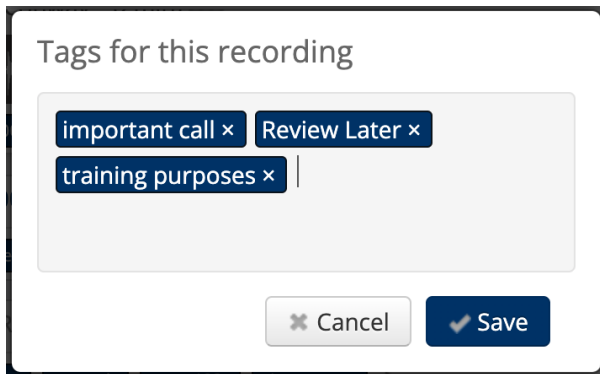


In this example the recording has three tags. If you want to search for calls relating to any of these tags, enter the name of the tag into the search field. This returns a list of recording with a matching tag. Note that you can see recordings only if you have permission to view them, and recordings that you don't have permission to see are filtered-out.

To add tags to a recording, click the “Tags” button:



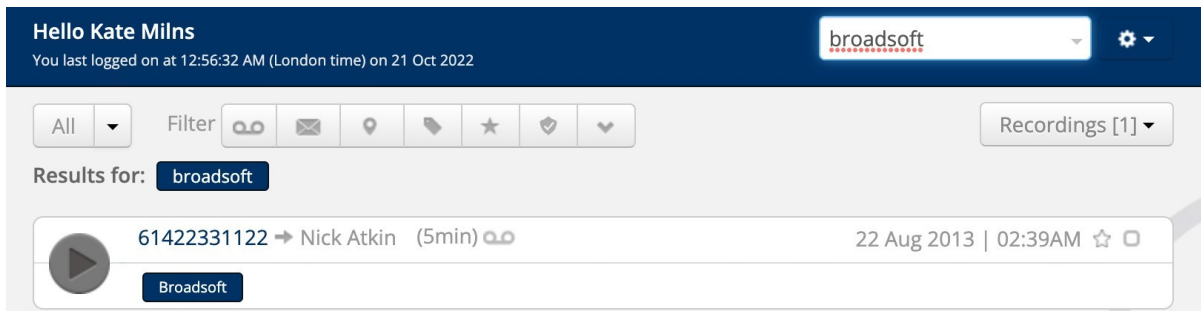
The “Tags for this recording” screen appears. Specify the name of a tag you want to apply to the recording and press the “Enter” key. If you start typing a tag name that has been used previously, autocomplete suggests an option. When you have finished adding tags to the recording, click “Save”.



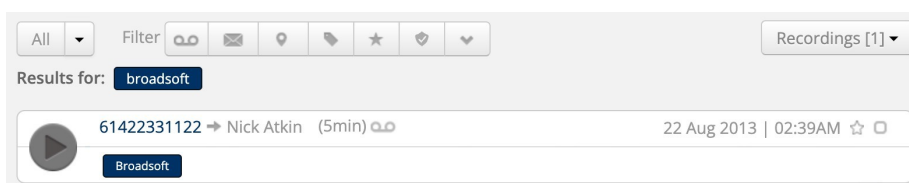
Search for Recordings

Dubber provides very simple yet incredibly powerful search capabilities in 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.



To find recordings simply type in any keyword, whether it be a name, or a tag value and press “enter”. Dubber shows any recording that match the specified query. You can also write Boolean query strings to find targeted information. For example. “BroadSoft AND Nick” returns all recordings that contain both of the “BroadSoft” and “Nick” terms.



If you require more advanced search functionality, press the “expand” button on the search bar.



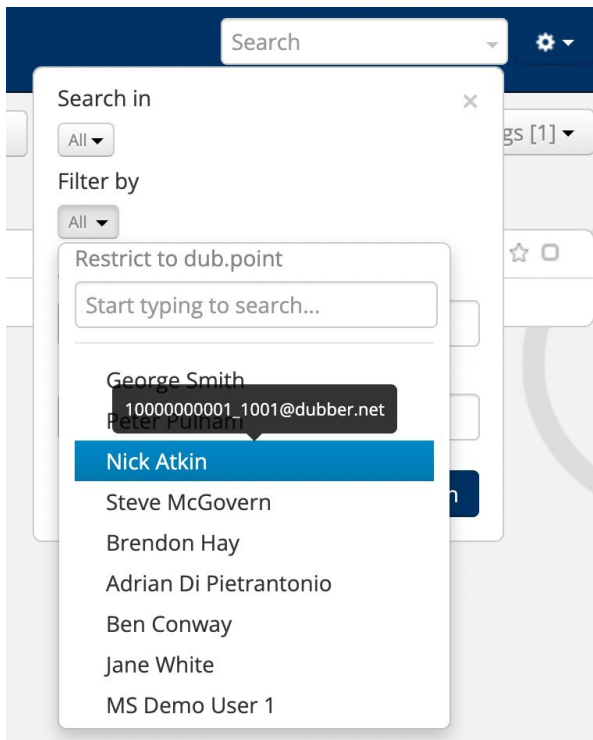


The search bar expands to offer more search options. This allows you to narrow your search from all recordings that you have access to (if you have access to all recordings for all users in your account) to only your own recordings.



If you are looking to search for a recording of a specific person, use a query string to find their recordings, or perform an advanced search and select the “Filter by” option.

“Filter by” allows you to narrow down your search to specific users or teams. This is useful if you are building complex queries to find recordings when you have a large number of users and a large number of recordings to search through.





Search by Date

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 search window presents you with options to customise your search.

The screenshot shows a search window with the following fields and options:

- Search in:** All (dropdown)
- Filter by:** All (dropdown)
- Query:** (text input field)
- Date:** (dropdown menu with the following options):
 - Today
 - Yesterday
 - Last 7 Days
 - Last 30 Days
 - This Month
 - Last Month
 - Custom
- Show all day
- Buttons: Cancel, Apply

The “Date” selection allows you to 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: recording made in the current calendar month.

Last Month: recording made in the previous calendar month.

Custom Range: specify custom date ranges.

Show all day: select this option to filter by the entire day. Deselect this option if you want to specify a period of time for your search.

Select one of these date periods to narrow down a search to include only results from the date range you specified.



Select “Custom Range” to specify an exact date range through use of a calendar entry system.

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 are added to your search criteria.

Additional Search Queries

A search can include multiple parameters. For example, “before:1/1/2020 longer_than:500 recording_type:meeting” returns results that are were received before 1st Jan 2020, AND are longer than 500 seconds AND that are meetings.

Call Direction and Type

Type	Search in the Portal
Return only Outbound recordings	recording_type:outbound
Return only Inbound recordings	recording_type:inbound
Return only Meeting recordings	recording_type:meeting

Duration

Type	Search in the UI
Return only recordings that are longer than n seconds	longer_than:20
Return only recordings that are longer than 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

Search by date in dd/mm/yyyy format:

Type	Search in the 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

Search by date in yyyy-mm-dd format:

Type	Search in the 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

Search by date in yyyy-mm-ddThh:mm:ss format:

Type	Search in the 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 that search can accept three different styles of date and time format. Regardless of the format preferred, the outcomes are the same with results returned before/on/after the date or time provided.

Keywords

Type	Search in the UI
Keyword search	keywords:[keyword1,keyword2,keyword3,keywordmore]

This works on an “OR” basis. If Dubber matches one or more of keyword1, keyword2 or keyword3, then the search returns the recordings that include that keyword.

Number

You can enter a number of any length to search for a match.



Other participant

Type	Search in the UI
Other participant search	other_participant:[TelephoneNumber]

Replace “TelephoneNumber” inside the square brackets with a number to search for, where the other recipient’s phone number includes that digit or that string of digits. For example, this can be a partial match by area code prefix.

Sentiment

Type	Search in the UI
Search for recordings where the document sentiment is positive	sentiment:positive
Search for recordings where the document sentiment is neutral	sentiment:neutral
Search for recordings where the document sentiment is negative	sentiment:negative

Tone / Emotion

Type	Search in the 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]

You can search for multiple tones by formatting the search as tones:[tone1,tone2,tone3]. This gets treated as an “OR” search. The more tones you add, the more recordings are going to match.

User

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

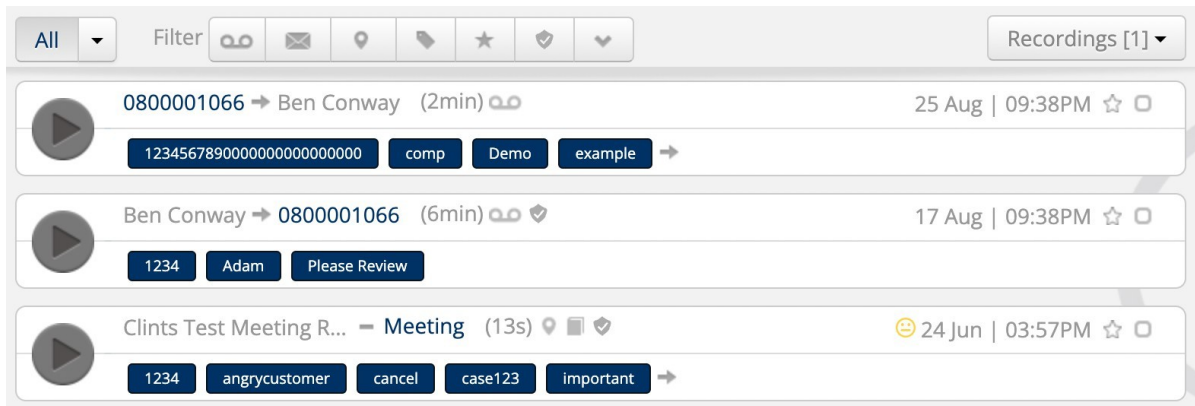


Note that “userID” is not the Username of the Dubber user. It is a human-readable, unique identifier. For example, the Username “casey.waters@dubber.net” is equivalent to the UserID “casey-waters-dubber-net”.

Filter Recordings

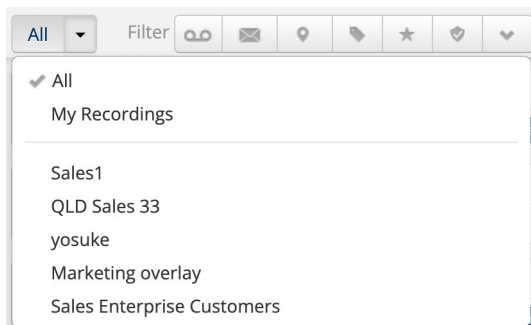
In addition to searching for recordings through the search function, you can filter recordings. This gives you quick access to recordings with specific criteria.

Above the list of recordings is the a menu with filter options and a group of “Filter” buttons.



Filter Menu

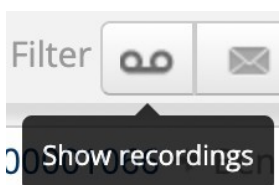
The menu lets you change from a view that displays recordings by all users or only your recordings. This is useful in organisations where there exists a large number of users and high volumes of recordings.



Select an option in the menu to change between showing recordings from “All” users to “My Recordings”.

Filter by Recordings

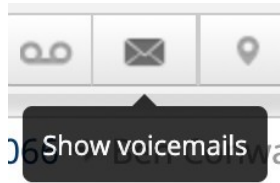
The “Show Recordings” filter shows any recordings which have been recorded. Note that the solution shows the most recent 25 pages or 500 calls.





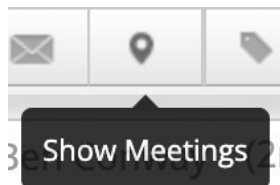
Filter by Voicemail

The “Show Voicemails” filter shows any voicemails which have been recorded. Note that on most platforms, recording voicemails is an optional feature.



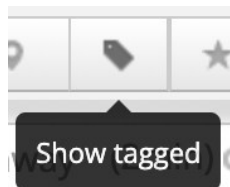
Filter by Meetings

The “Show Meetings” filter works on any recordings which have been made as a meeting in the Dubber Mobile Application. The Meeting recording feature lets you place your mobile phone in the middle of a face to face meeting and record the meeting as it occurs. When the meeting concludes, the recording of the meeting is uploaded into the portal.



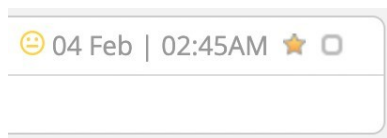
Filter by Tags

If you use tags in Dubber, you filter by recordings that have tags associated to them. This allows you to focus on recordings that contain more detailed information. To filter call recordings by tag, click on the “Show tagged” button.

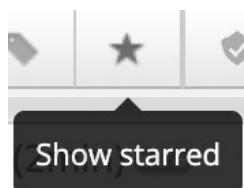


Filter by Star

You can classify a call recording as important by pressing the “Star” button beside the date on the Dubber Media Player. The gold star is a visual reminder, and later you can filter by calls with a star.



To show all recordings that you have applied the “Star” to, click the “Show starred” filter button.





Filter by Legal Hold

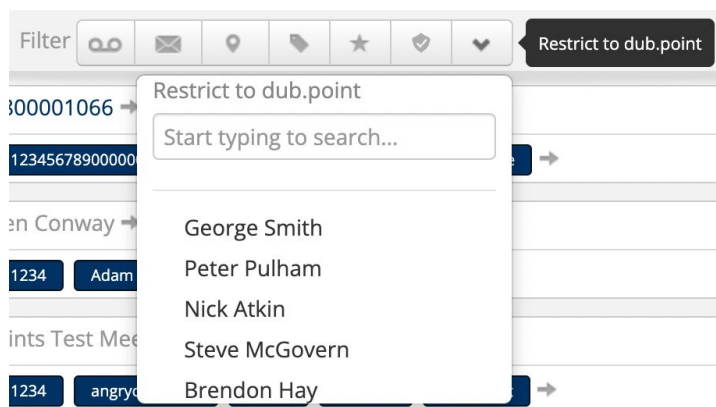
The “Legal Hold” filter shows you all recordings that are tagged with a “Legal Hold”.



A recording with a “Legal Hold” can be played, downloaded, and shared like any other recording, but it is held indefinitely and cannot be deleted under any circumstances. It is important to note that “Legal Hold” is available in Dubber Premier, but the “Legal Hold” tags and filter are unavailable in other editions of Dubber.

Filter by User

To find recordings by other users or teams, you can use the “Restrict to dub.point” option to filter the recordings by user or team name.





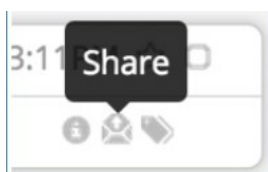
Share Recordings

Dubber Recording Sharing offers a highly secure way to share recordings without the need to download them. Dubber's "Share" feature lets users share recordings securely within the Dubber environment. This removes the need for users to download recordings and email them to each other, which would reduce security by allowing unrestricted copying and editing.

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

For enhanced security of this sharing method, links sent to third 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.



When you click the "Share" button, the "Share this recording" window appears.

Share this recording

To

Subject

Message

Hi,

A call has been recorded using our call recording platform and I think you should listen to it.

Thanks,
Kate

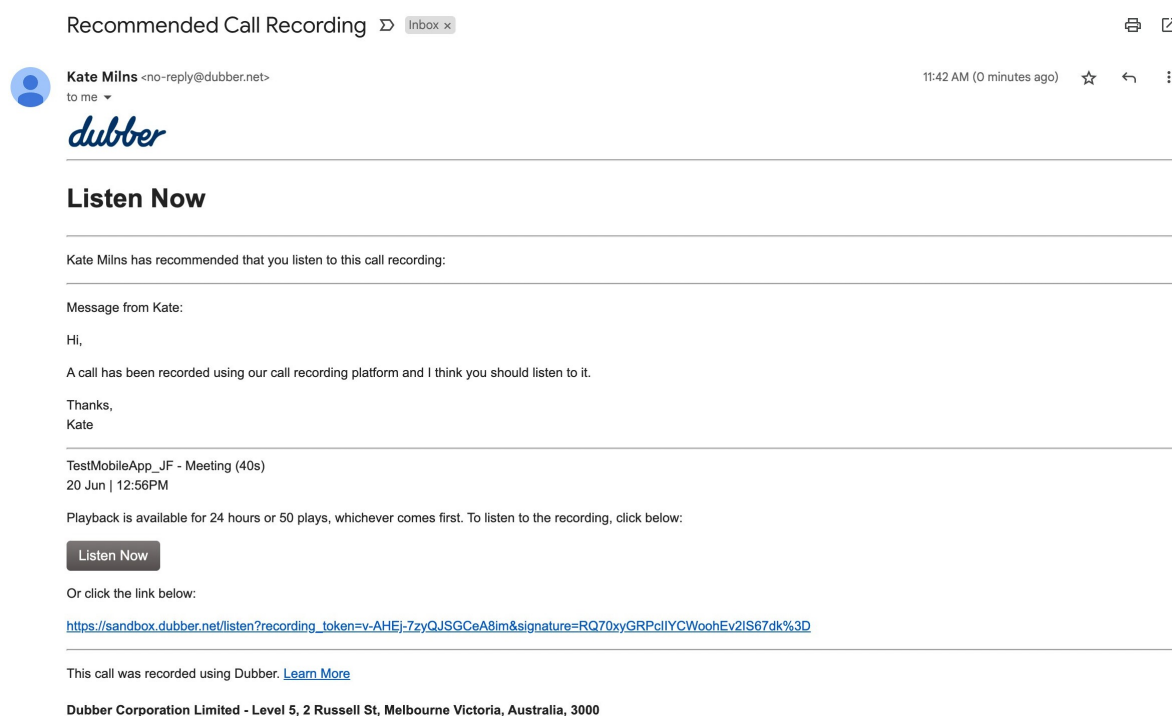
Do you understand you're sharing this recording? Yes, tick the box. [Learn More](#)

In the "To" field, specify the recipient's email address. You can customise the "Subject" line and the description in the "Message" box. After you have filled in the details, tick the checkbox at the bottom

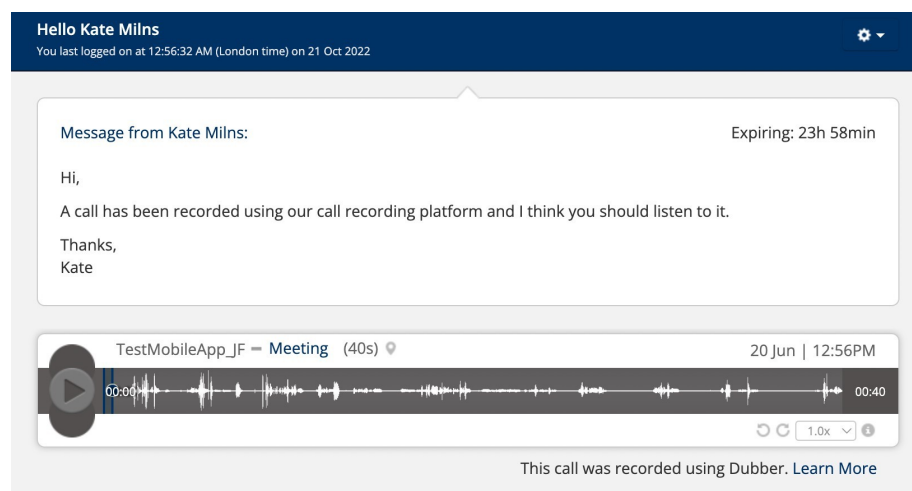


of the screen to confirm that you understand you are sharing this recording, and the click on the “Share” button.

This sends an email to the sharing recipient that includes a link to access the recording.



When the recipient clicks on the “Listen Now” button in the email, it takes them to the Dubber Portal and lets them play the shared recording.



Additional Administrator User Permissions

Dubber Account Administrators have privileges in the Dubber Portal, including the ability to download recordings.

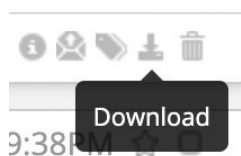
Download a Recording

To download a recording, login as an Account Administrator and view the list of recordings.

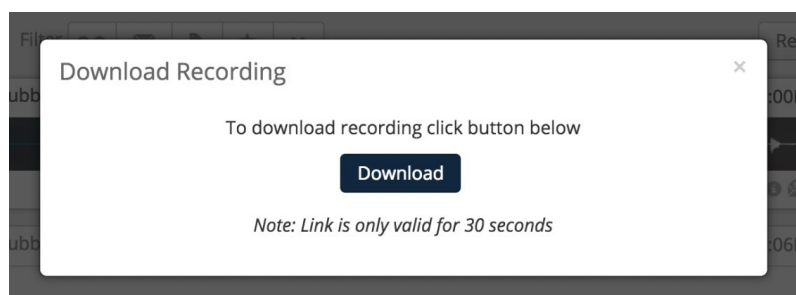


Find the recording you wish to download. Hover your mouse cursor under the date and time on the right side of the recording to show the function icons.

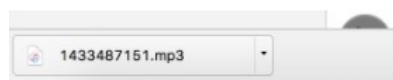
Click on the “Download” button.



Dubber generates a temporary download token so you can download the recording from the platform. To help maintain security of message recordings, the download link is valid for only 30 seconds.

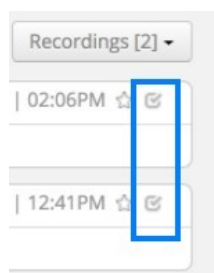


Click on the “Download” button, then give confirmation. The Dubber Portal downloads the file to your device.



Download Multiple Recordings

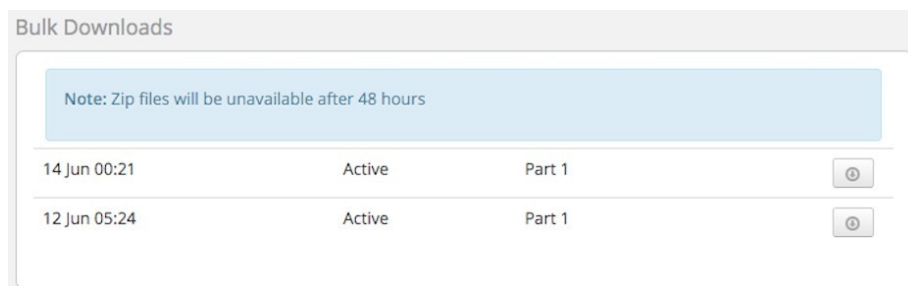
To download multiple recording, login as an Account Administrator and view the list of recordings. Tick the checkboxes on right side of the recordings you want to download.



Click on the “Recordings” menu and select “Download”. A message at the top of the page confirms that your download is being prepared.

Recordings are being prepared for downloading. You will receive a notification when the download is ready x

Dubber sends you an email titled “Bulk Download Notificafion” that contains a download link. When you click on the link, it takes you to the “Bulk Downloads” screen.

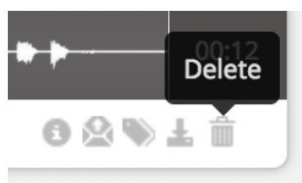


This lists all bulk downloads you have requested in the last 48 hours. Click on the download button next to the batch of messages you want to retrieve. A popup asks you to confirm the download. Click “Download” to save the zip file.

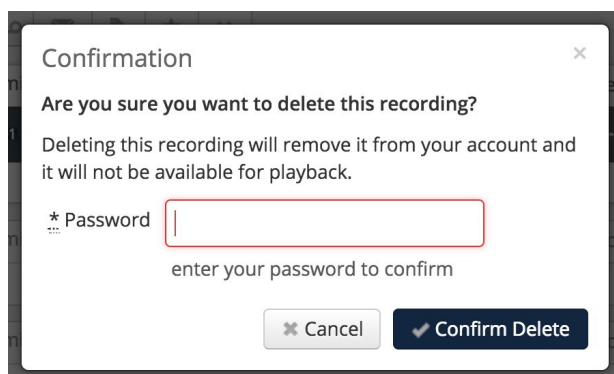
Delete Recordings

Dubber lets Account Administrators delete recordings from their account.

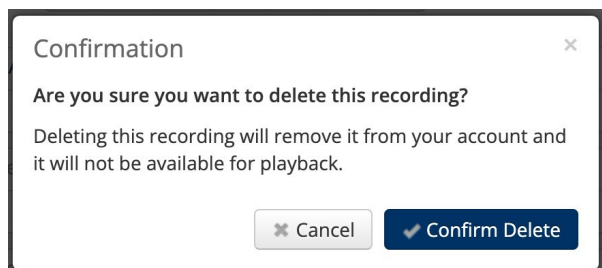
To delete a message, click on the trashcan button next to the recording.



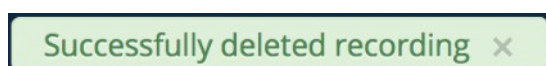
The “Confirmation” window opens for audit tracking and verification.



Enter your Administrator password.



Click on the “Confirm Delete” button. This deletes the recording and metadata from the Dubber platform permanently. A notification message confirms the deletion is complete.

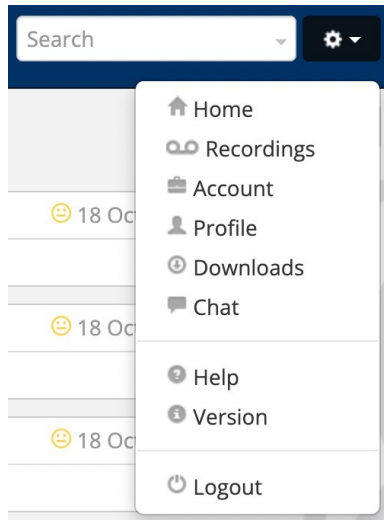




Profile Features

Users of the Dubber platform can manage their own user login and details such as their email address.

To access all Profile features, go to the “Settings” cog button in the top right of the page, and select “Profile” from the menu.



The “People” tab appears and shows the “Profile” information.

My Account > Nick Atkin

General People Teams API AI

Profile

dub.points

Role Administrator

Username nick.atkin+blu@dubber.r [Change](#)

Password Reset password
Click 'Save Changes' to send user an email with directions to reset password.

* Name Nick Atkin

Mobile

* Language English (Great Britain)

Always use English (Great Britain) [Reset](#)
Resetting 'Always use English (Great Britain)' will allow the language prompt to appear if you login from another language

[Cancel](#) [Save Changes](#)



If you change the “Name” associated to your recording line, this updates how all historical calls and calls in future are displayed on the recordings page.

You can update your email address in the “Username” field. Dubber asks you to enter your password to confirm the change.

The “dub.points” section has a list of recording lines for the user. Account Administrators can restrict how dub.points recordings are shown so that they are only visible to the owner of the recording line. In the example below, grey icon of a group of people is highlighted in yellow. This is how to restrict a dub.point from being viewable by other people. The white icon of a group of people indicates that you can’t restrict access to the calls made by this dub.point.

George Smith

Profile				
dub.points	Recorder	Reserved	07480026080	
	Recorder	Playback	07480026083	
	Meeting	Emma’s meetings	Emma’s meetings	

More Information

For more information, contact the PenTeleData Business Phone Team at 855.22FIBER or visit us online at www.penteledata.net/callrecord.



Need some help?

Contact us at 855.22FIBER
e-mail: prosales@corp.ptd.net

www.penteledata.net/callrecord