

## Call Recording with Dubber

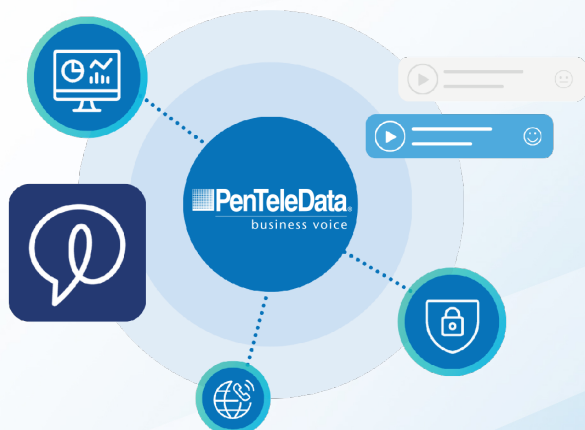
Together, we enable business with a network-based call recording solution.

### Getting Started is Easy

PenTeleData is partnered with Dubber, the world's leading provider of cloud-based call recording, to provide a high quality, compliant, network-based recording solution. Businesses can record each user's inbound and outbound calls, and target performance improvements based on what was actually said. From online meetings to simple client engagements, recording conversations in every communication channel is crucial for compliance monitoring, legal proceedings, internal employee reviews, and more. **A feature-rich call recording solution to meet any and all needs with ease.**

### Key Features

- > Secure and private call recording for individual users
- > Automated recording of all the user's calls
- > Unlimited recordings — no length caps
- > 30 days of cloud storage
- > User level access
- > Recording visibility through Voice Portal
- > Record and replay any conversation
- > Pause and resume recording on demand
- > Call tagging for quick filtered search



# Powerful Ways to Use Call Recording

## Avoid Fines

Regulatory compliance is important to protect people, and non-compliance comes at a cost. Dubber is compliant with RG 271, KYC, AML/CTF, GDPR, and more.

## Legislative Requirements

Just like emails, voice recorded calls may be required as evidence to comply with investigative proceedings or lawsuits. Advanced search capabilities and data extraction make it easy to locate and send crucial conversations to meet those requests.

## Quality Assurance

Record and replay any conversation. Search for recordings by user, length, tone, and more. Ensure agents are complying with policies, and coach based on what was actually said.

## Limit Exposure to Malpractice

Consider the number of malpractice and licensing board complaints due to misunderstood information exchanged over the phone. Limit your exposure to false claims and that drive up healthcare costs.

## Cloud-Powered Discovery

With true AI and NLP resources, discovery is a breeze. Respond to audits and legal or regulatory requests and provide easily consumable transcriptions for witness statements, depositions, hearings, and other proceedings.

By 2025,

**75%** of conversations at work will be **RECORDED AND ANALYZED,**

enabling the discovery of added organizational value or risk.

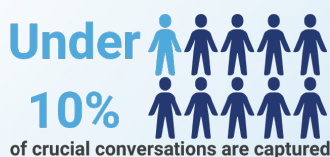
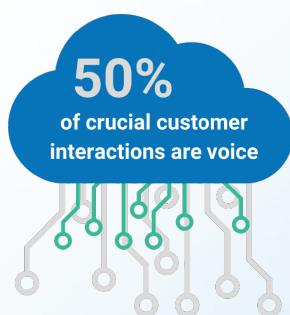
**Gartner®**



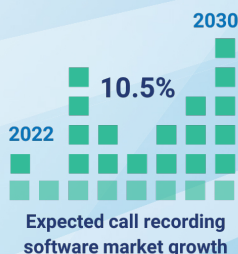
# A Simple “Must-Have” Feature

Recording conversations is nothing new; however, with today’s ever-changing regulatory and compliance needs, a simple feature won’t get the job done. Our partnership with Dubber ensures your call recording options evolve to meet today’s complex regulatory, compliance, and end-user needs. **Available at an affordable price — but still integrated into the platform for PenTeleData Phone customers with BCC Call Recording, the Dubber Recording, Unified Recording, and Insights products** offer AI-powered learning, natural language processing (NLP), and much more.

## Why Consider PenTeleData Call Recording?



Source: Dubber, Gartner, DataIntelto



## Key Features

### Dubber Recording

Record every conversation. Store, share and review. Gain critical compliance, revenue, customer and people intelligence with a click.

- > Secure and compliant recording for individuals and managers
- > Unlimited compliant storage Configurable permission-based access
- > Enterprise-grade controls — central management
- > Keyword search for teams, customers, and more
- > Record, replay, and share
- > Download recordings as MP3s
- > Delete recordings

# Unified Recording

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Supercharge end users with bulk change capabilities, unlimited storage, data extraction, shareable links, and much more.

**Advanced Search.** Locate specific recordings by members within a team, allowing managers greater visibility into the people they manage.

**Bulk Delete and Download.**

Administrators can delete or download MP3s of one or more call recordings at a time. Any accidental deletions can be recovered with Dubber's 30-day backup database.

**Secure Sharing.** Share recorded content via a temporary link that expires after 24 hours. This method also ensures that recordings cannot be downloaded by unauthorized users.

**Unlimited Storage and Retention.** Cloud storage with an easily retrievable database of recordings and customer information. 30-day storage included within BCC Call Recording.

**Legal Hold.** Be prepared for requests from legal counsels needing access to court-relevant electronic records by tagging specific recordings as "held" to ensure they aren't deleted. Ensures authorized users have access to the recording in question regardless of employee turnover, automated data purges, and storage expiration dates.

## Insights

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Gain critical intelligence from every conversation with AI-powered insights that connect captured data to Moments for a deeper organizational insights.

**Dashboards.** View AI-generated insights and individual Moments or download and share data for a deeper look into your communications intelligence.

**Tone and Sentiment Analysis.** Gain insight into customer attitudes through automated machine learning and natural language processing (NLP) that catches specific tones of voice, including indications of sadness, frustration, satisfaction, excitement, politeness, and sympathy.

**Transcription.** Optimize and customize language processing for best-of-breed output from conversational recordings. True AI and NLP resources automatically detect the dominant spoken languages and provide easily consumable transcriptions.



GET STARTED TODAY,  
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