

Call Recording Features Data Sheet

Call Recording Features

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. With Dubber Call Recording, customers can capture users' inbound and outbound calls, regardless of their device, while ensuring compliance with call recording laws and regulations.

FEATURE	BCC Call Recording	Dubber Recording	Dubber Unified	Dubber Insights
Automated Call Recording - Automatically record all voice calls to and from a user and save them in a secure cloud database.	✓	✓	✓	✓
User Access - Users can view, tag, replay, download, and share their own recordings in the Dubber web portal.	✓	✓	✓	✓
Download Recordings (User) - Users can download their own recordings in .mp3 format.	✓	✓	✓	✓
Download Recordings (Admin) - Administrators and authorized users can download recordings (individually or in bulk) for themselves and other users in .mp3 format.		✓	✓	✓
Multi-Language - The Dubber platform supports 13 different languages, including English, French, and Spanish.	✓	✓	✓	✓
Pause & Resume - Seamlessly pause and resume in-call recording on demand.	✓	✓	✓	✓
Playback - Replay past recordings to investigate customer complaints or coach employees accordingly. Users can listen to their own recordings, while administrators can listen to the recordings of other users.	✓	✓	✓	✓

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Recorded Voice Announcement - Automatically play a prerecorded announcement to participants that the call is being recorded.	✓	✓	✓	✓
Search Recordings - Search captured content based on metadata associated to a call, including by free text, user, tag, or date range to locate specific recordings. CSPs and end users can also search by designated accounts and individual users they have permission to access.	✓	✓	✓	✓
Share Recordings - Securely share recorded content via a temporary link to the web portal which expires after 24 hours, ensuring recordings cannot be replayed by unauthorized users. The receiver cannot download the recording.	✓	✓	✓	✓
Storage - Cloud-based storage with an easily retrievable database of recordings and customer information. With Dubber partner products, storage policies can be set to match a customer's business needs and be adjusted as requirements evolve.	30 days	Flexible	Unlimited	Unlimited
Tagging - Tag single and multiple recordings with a word or comment to enable quick filtering or targeted searches.	✓	✓	✓	✓
Administrator Access - Configurable permission-based access to the web portal and user recordings. Administrators can view recorded activity and pull insight reports from a single account-level management dashboard.		✓	✓	✓
Delete Recordings - Administrators and authorized users can delete call recordings (individually or in bulk) at any time after the recording is presented to the user for playback. Accidental deletions can be recovered with Dubber's 30-day backup database (Dubber costs may apply).		✓	✓	✓

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Teams Workspace - Managers can set up a centralized inbox and control data accuracy to review, control, and manage their team's calls and recordings.		✓	✓	✓
Advanced Call Recording Settings - Configure internal policy-based recording settings to ensure automated compliance coverage across all interactions.				✓
Advanced Keyword Search - Easily locate individual call content by searching for keywords in metadata and transcriptions.				✓
AI — Sentiment Analysis - Sentiment analysis uses machine learning and natural language processing (NLP) to categorize spoken words in a conversation as positive, neutral, or negative.				✓
AI — Tone/Emotion Analysis - Gain insight into customer attitudes through automated machine learning and natural language processing (NLP) that categorizes specific tones of voice, including indications of sadness, frustration, satisfaction, excitement, politeness, and sympathy.				✓
AI — Transcription - Optimize and customize language processing performance to automatically detect the dominant spoken language and deliver easily consumable transcriptions.				✓
AI — Notifications - Receive alerts on anything from spoken keywords, particular sentiments, tones of voice, or specific recording types. Notifications can be emailed or triggered by a custom workflow using REST hooks, improving business efficiency.				✓

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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. Authorized users have access to the held recording(s) regardless of employee turnover, automated data purges, and storage expiration dates. Dubber’s Legal Hold functionality can be set at a user or individual recording level.			✓	✓
Insights Dashboard - Access a dashboard of AI-generated insights, which link conversation summaries and detailed moments for topics like complaints, which can be viewed, downloaded, and shared for a deeper look into your communications intelligence.				✓