



# Cloud Hosted Call Recording with Dubber

*Administration Guide v5.22*

EVOLVE IP, LLC

Cloud Hosted Call Recording with Dubber 

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## Getting Started

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## Overview

Shown below is an overview of a Dubber Account, which provides a flexible method to manage call recordings.

### Account

A Dubber Account makes it possible to manage recordings for a single user or for a large organization. Within an account, Users are grouped and recordings for all users are accessible within a single Account.

### Users

Users and people are essentially equivalent terms. When you want to manage Users within Dubber, your starting point is almost always the People page. Recordings are generally always related to a User, but on some occasions, a User may only require access to Dubber for the purpose of recording management and playback.

Users can interact with Dubber via various ways. As a source of recording, a User can record calls via various methods of communication with an expanding list of supported Hosted IP Telephony platforms, on-premises phone systems and integrated traditional recording solutions. A User's accessibility to recordings and management of those recordings can be made via the Dubber web application (available at [www.dubber.net](http://www.dubber.net)) and via the Dubber Open API. The Open API enables a User to seamlessly present Dubber content, such as a new recording notification or playing back a recording within their third-party applications easy.

### Administrators

Admins are Users with additional privileges to manage recordings and other Users within their Dubber Account. Like other Users, Admins also can be a source of recordings and access those recordings via Dubber applications.

### Standard Users

Standard Users are generally sources of recordings and can have the ability to listen to their own recordings via Dubbers applications. Standard Users can optionally be added to a Team.

### Teams

Flexible structures, simple to implement and manage, teams are used to manage access to recordings within a Dubber Account. Account Admins control the structure of Teams and Users can either be a Contributor, Listen or both with a Team. If a User is a

Contributor to a Team, their recordings are accessible for playback by Listeners of the Team.

## User Types

Dubber provides different functionality by assigning different roles to users. The 2 user types are administrators and users.

### Administrators

Administrators are advanced users of Dubber that can manage the system and other users within their own account.

Administrators can perform the following tasks within Dubber:

- Listen to recordings for the entire account
- Share Recordings
- Delete Recordings
- Download Recordings
- Tag Recordings
- Create account users
- Modify account users
- Delete account users
- Create teams
- Modify Teams
- Delete Teams

### Standard Users

Standard Users can perform the following tasks within Dubber:

- Listen to their own recordings
- Listen to 'Team' recordings if assigned the 'Team Listener' profile
- Share Recordings
- Tag Recordings

## Access Account Administration

Administrators have access to the management console through the Dubber Portal. To access the management functionality, click the settings button in the top left corner of the Dubber window and select 'Account' as shown below in Figure 1.

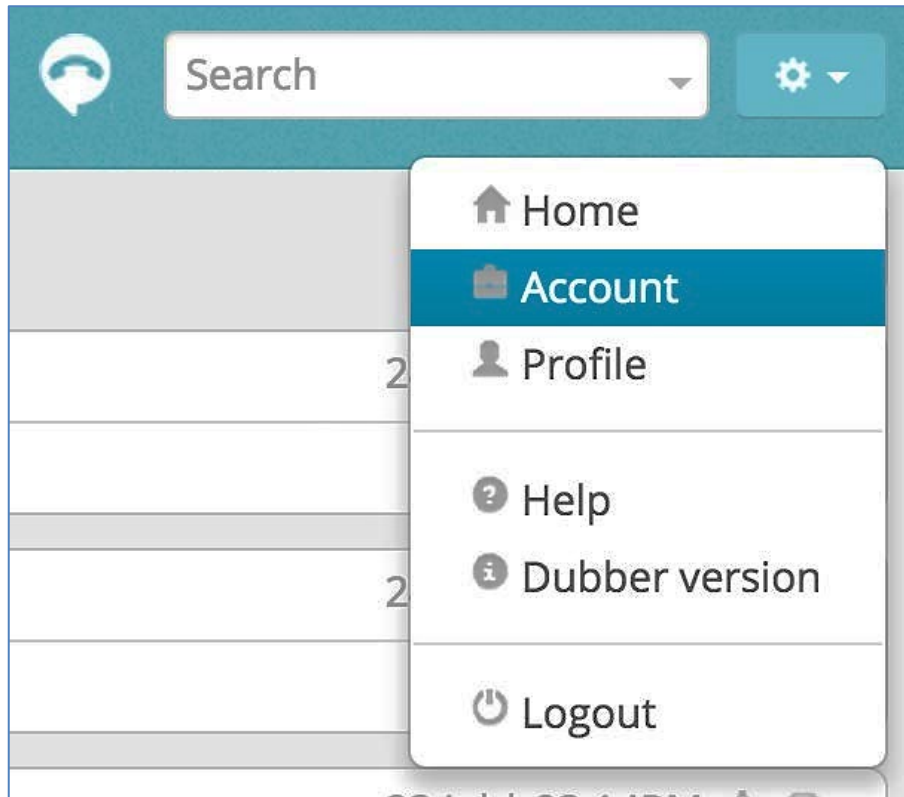


Figure 1 Dubber Accessing Management Console

The management console will open giving administrators access to manage users and teams.

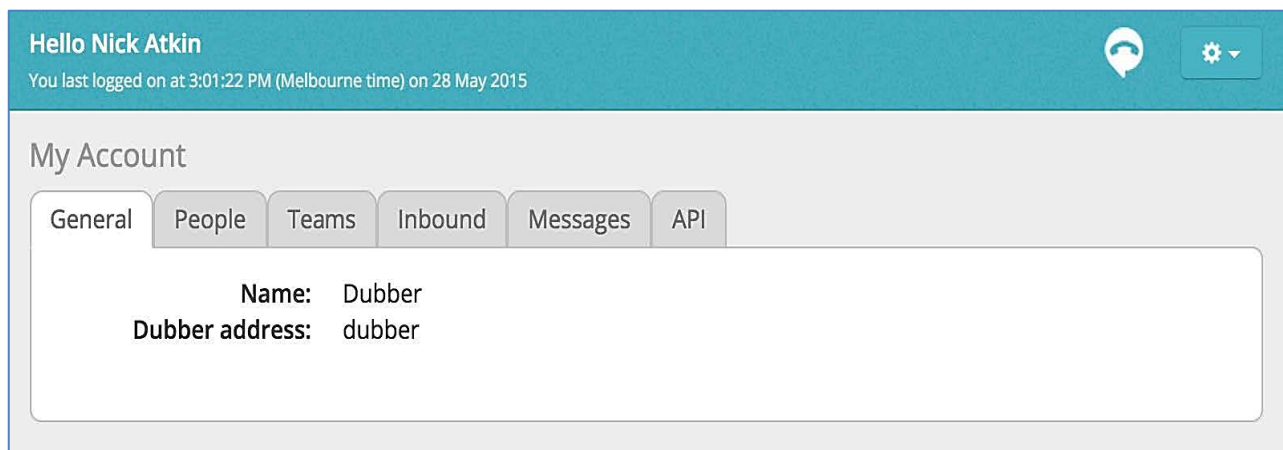
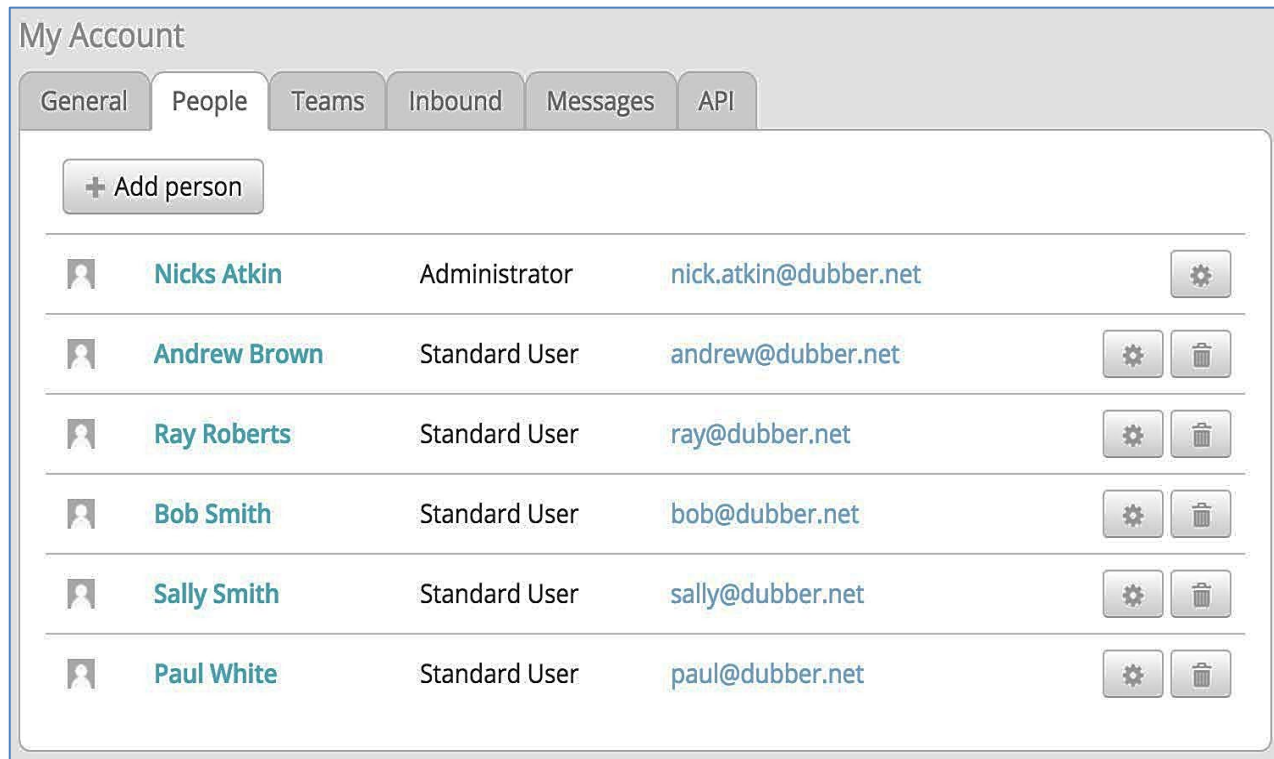


Figure 2 Dubber Management Console



## Viewing Users

Administrators may view users within their Dubber account by selecting the 'People' tab within the management console as shown below in *Figure 3*.



**Figure 3 Dubber People - User View**

The 'People' tab displays the users associated to your account. The 'People' view shows the following information:


- Name
- Role
- Email Address

Administrators can view details of individual users by clicking on their name. This changes the view to show the detailed configuration of a user as shown below in *Figure 4*.

My Account > Ray Roberts

General People Teams Inbound Messages API

Profile  
dub.points

Profile   
You can change your profile at [gravatar.com](https://gravatar.com)

Role Standard User

Username ray@dubber.net   
 not confirmed by user

\* Name Ray Roberts

Mobile 61 2 45678901

Figure 4 Dubber People - User Detail

## Adding Users

New call recording users are provisioned in OSSmosis. Once a user is provisioned, Administrators can establish Recording Profiles (which determine how calls are recorded). *Figure 5* shows the variables that are available to select when creating a Recording Profile. At least one Recording Profile must be created. Administrators can then modify newly added users to choose the Recording Profile and set the Role and Retention Policy, as shown in *Figures 5a and 5b*.

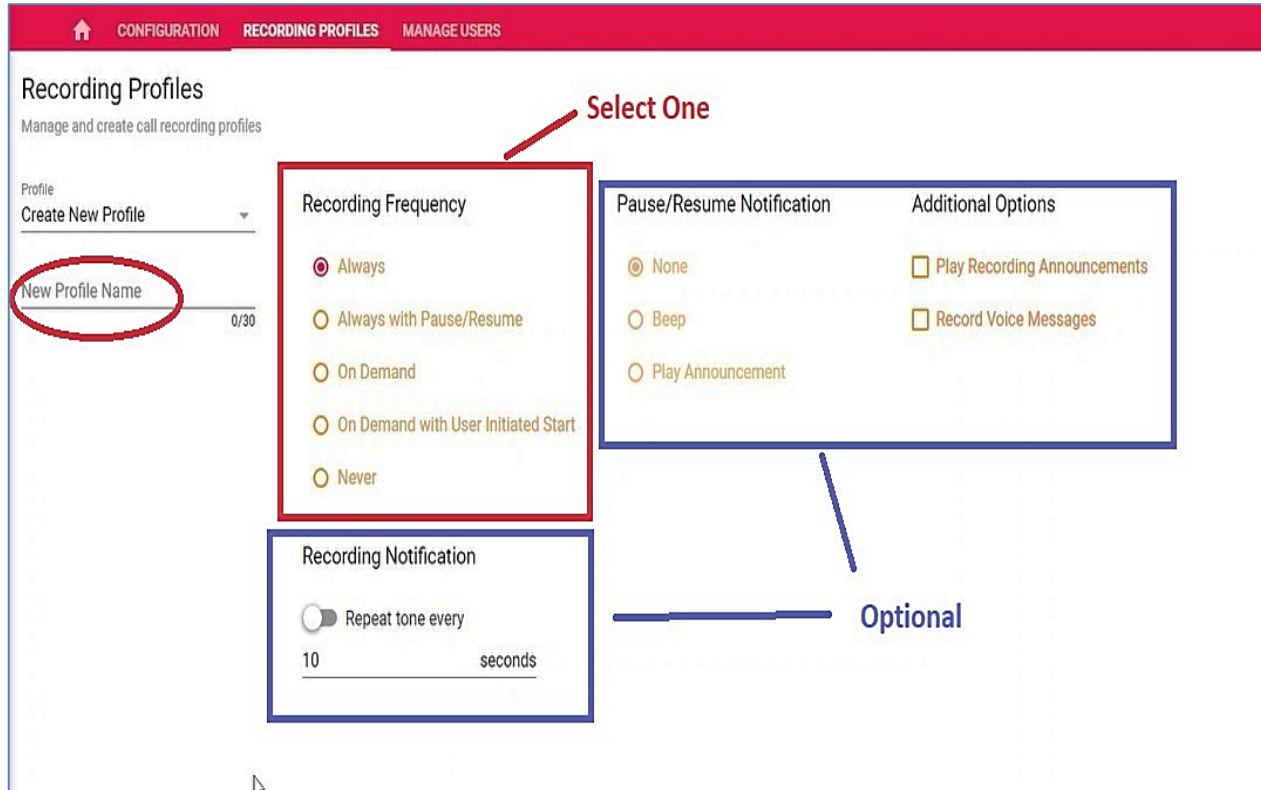


Figure 5 - Recording Profile Variables

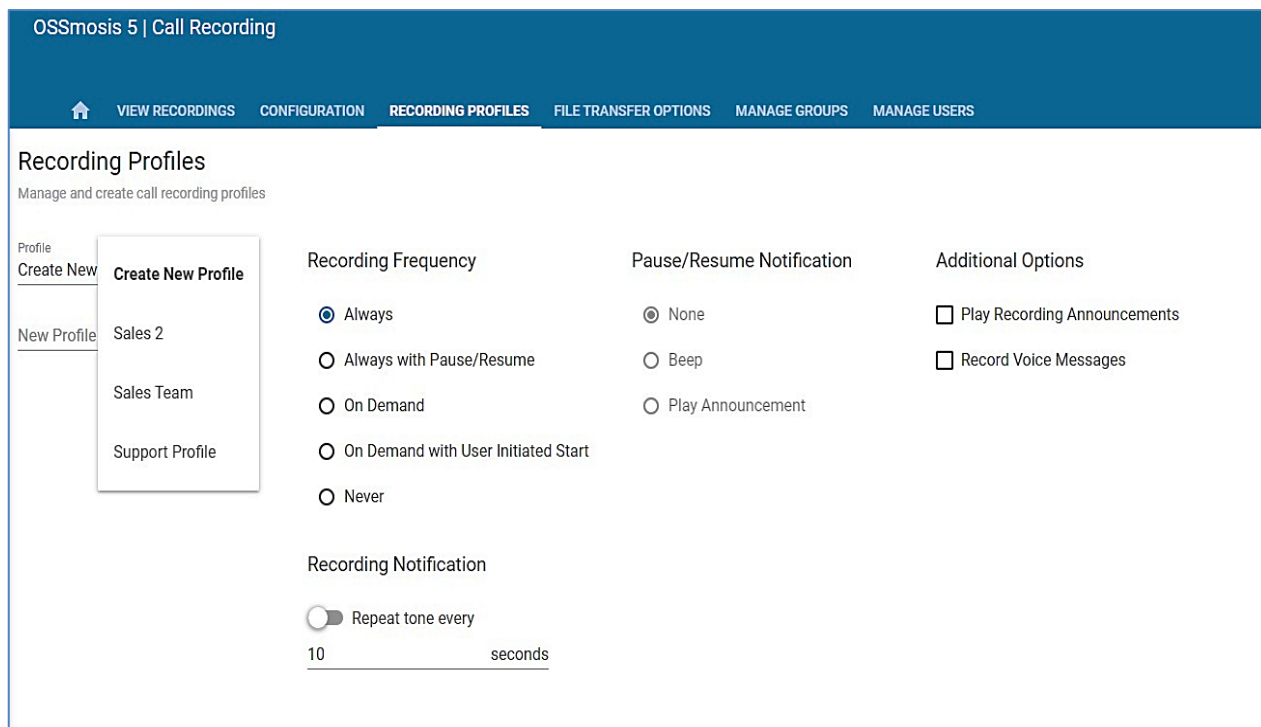
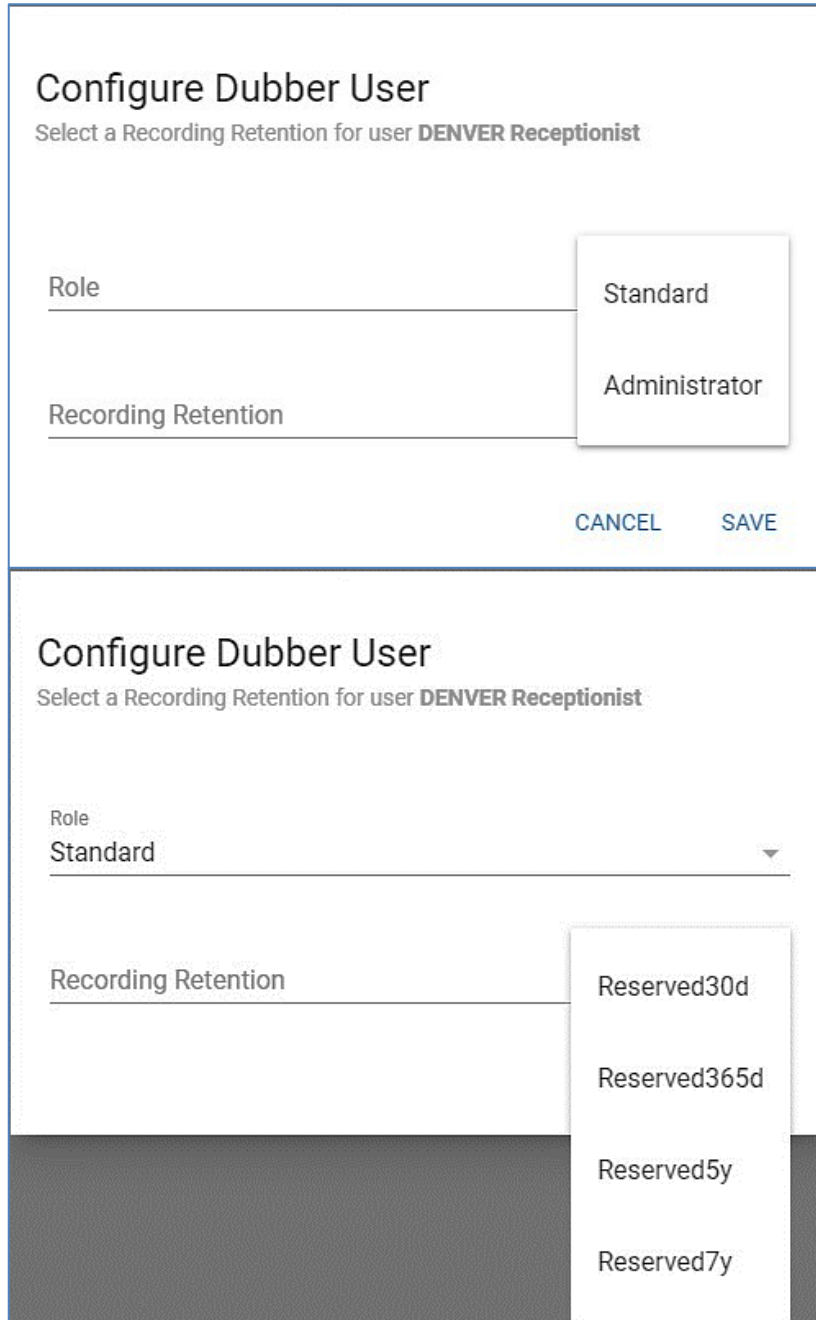


Figure 5a OSSmosis - Select Recording Profile



**Configure Dubber User**  
Select a Recording Retention for user **DENVER Receptionist**

Role: Standard

Recording Retention: Administrator

CANCEL SAVE

---

**Configure Dubber User**  
Select a Recording Retention for user **DENVER Receptionist**

Role: Standard

Recording Retention: Reserved30d, Reserved365d, Reserved5y, Reserved7y

Figure 5b OSSmosis - Select Retention Policy

To create a new user, populate the new user's details and then press 'Save Changes'. The new user will now be sent a confirmation email with a link to log into Dubber and create a password.

## Teams

Dubber enables administrators to create additional structure for users within an account. Teams are used for this purpose and enable grouping of users for additional security and adding advanced search and filter functionality.

The 'Team' structure allows administrators to structure the account to match the business organization.

Within Dubber 'Standard Users' only have the ability to playback their own recordings, but by using the 'Teams' structure, we can add additional security to allow users to see other recordings. The security within 'Teams' is controlled by assigning additional roles to users. Within 'Teams', users are assigned the roles of 'Contributor' and 'Listener'.

### **Contributor**

A Dubber Team Contributor is a user that is a member of a team. As a member of the Team, recordings are available to be replayed by any 'Listener' within the Team.

### **Listener**

A Dubber Team Listener is a user that is a member of a team. As a member of the Team, they can listen to any recording made by 'Contributors' of the Team. This allows Standard Users to listen to other user's recordings within their Team.

### **Creating Teams**

Within the Dubber Management Console, select the 'Teams' tab to display the 'Teams' within your account.

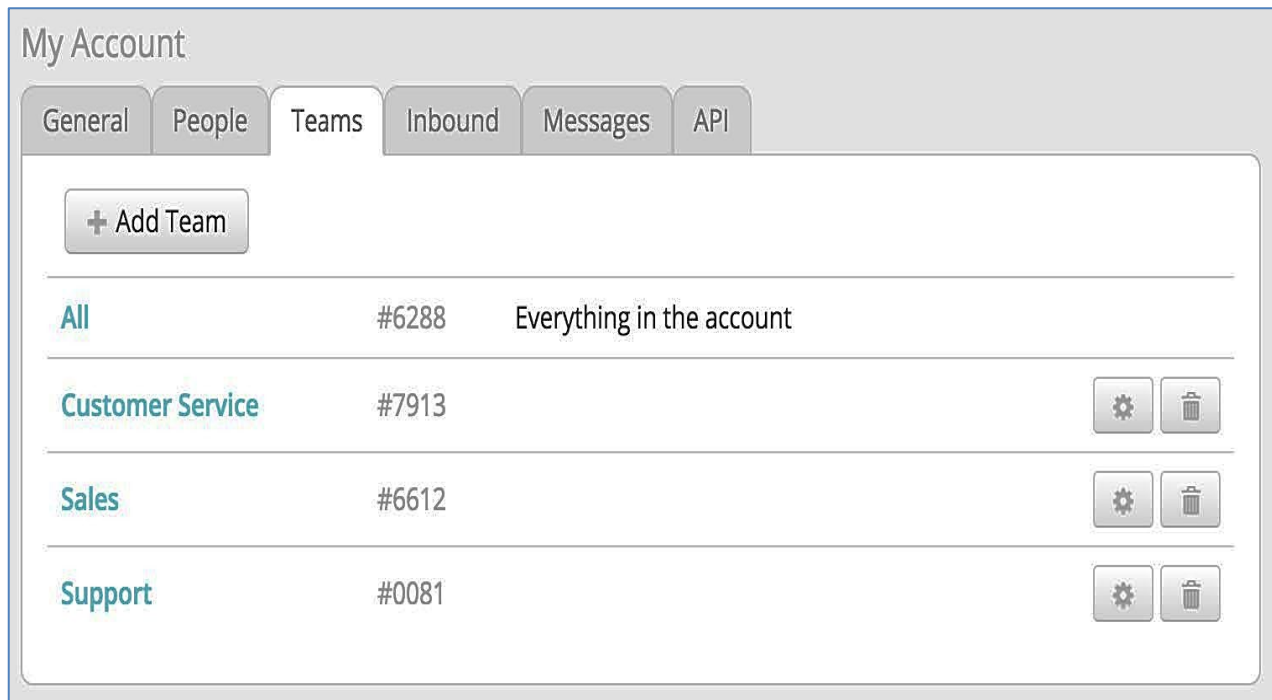


Figure 6 Dubber Teams - Add New Team

To create a new 'Team' press the 'Add Team' button as shown above in *Figure 6*. This will open the 'Add Team' dialogue box as shown below in *Figure 7*.

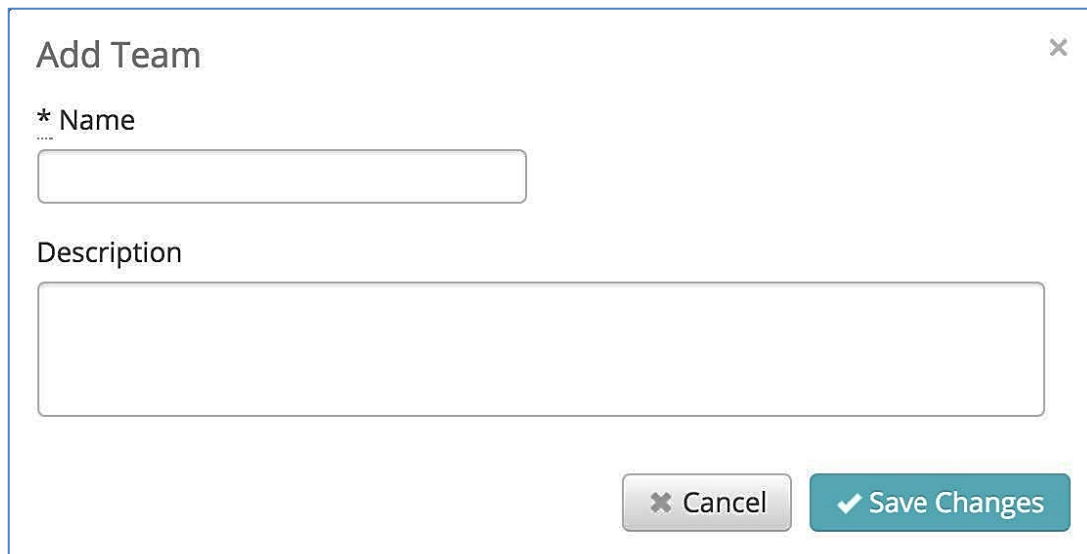
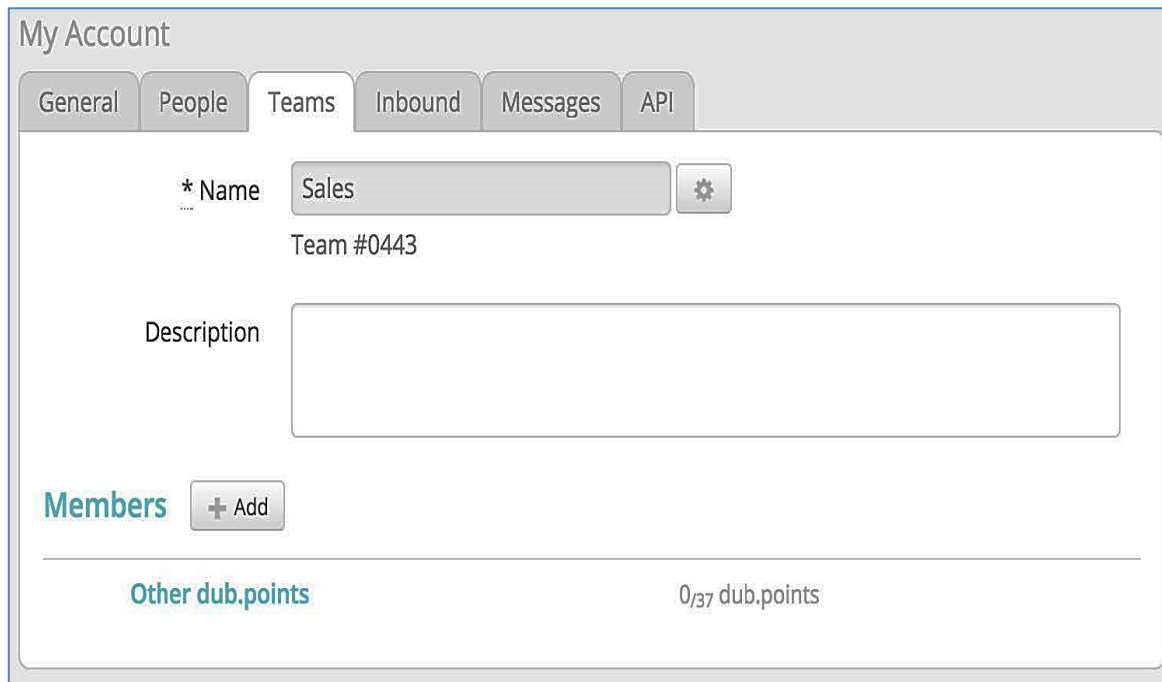



Figure 7 Dubber Teams - Add New Team Detail

In the 'Add Team' dialogue box, add a new 'Team' name and a description and then press 'Save Changes'. This will create the new 'Team' and open the 'Team' configuration dialogue window as seen below in *Figure 8*.



My Account

General People **Teams** Inbound Messages API

\* Name  

Team #0443

Description

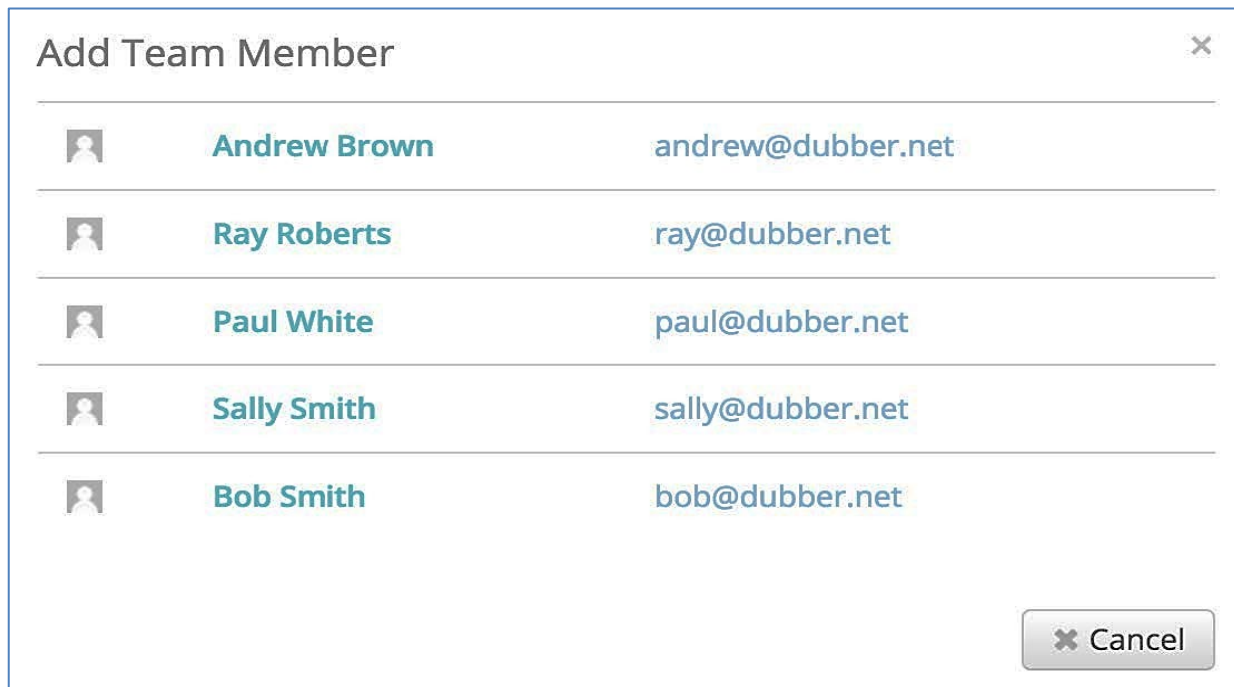
**Members**

---

Other dub.points 0/37 dub.points

Figure 8 Dubber Teams - Add Members Overview

Once you have created the 'Team' you will need to add users to the 'Team'. Click on the 'Add' button on the 'Team' dialogue pane, this will open a list of users that you are able to add to the 'Team' as seen below in *Figure 9*.



Add Team Member ✕

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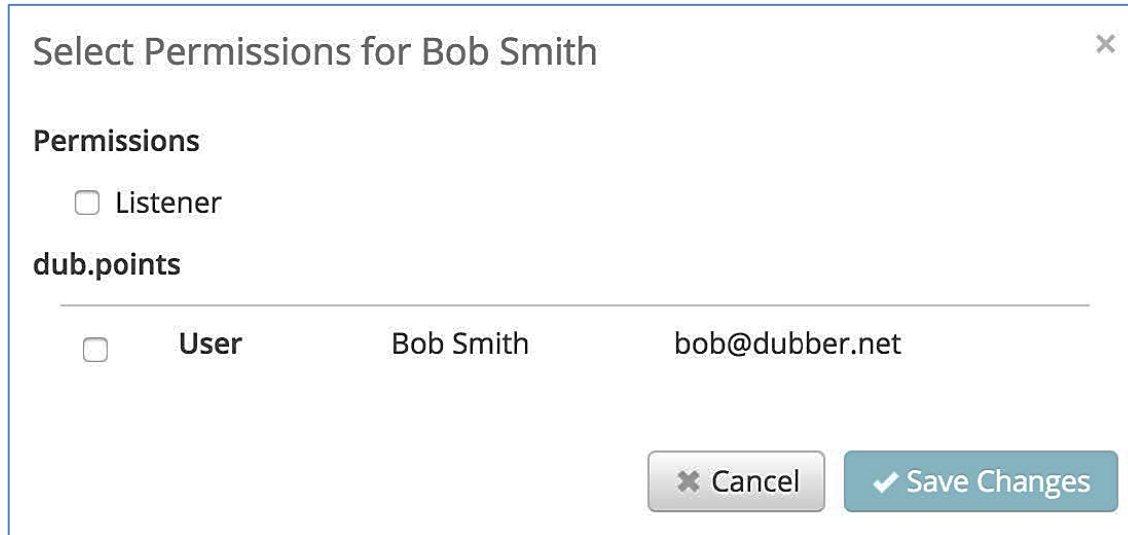
	<b>Andrew Brown</b>	andrew@dubber.net
	<b>Ray Roberts</b>	ray@dubber.net
	<b>Paul White</b>	paul@dubber.net
	<b>Sally Smith</b>	sally@dubber.net
	<b>Bob Smith</b>	bob@dubber.net

Figure 9 - Dubber Teams - Select New Member

From the 'Add Team Member' page, select the name of a user that you wish to add to the 'Team'. This will present you with the 'Select Permissions' pane as seen in *Figure 10*.



**Select Permissions for Bob Smith** ✕

**Permissions**

Listener

**dub.points**

	User	Name	Email
<input type="checkbox"/>	User	Bob Smith	bob@dubber.net

**Figure 10 Dubber Teams - Select User Permissions**

Select the permissions for the user. You may select the user to be a Listener, a Contributor or both a Listener and a Contributor.

## User Management

Administrators can carry out basic administration of users within their account. The functions that can be performed as part of user management are:

- Change User Role
- Reset Password
- Change User Details

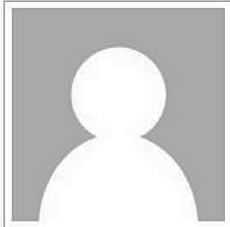
To modify a user's details, select a user from the 'People' tab and open the Users details as shown in *Figure 11*.



Home > Dubber > Account: Dubber > Nick Atkin

General | **People** | Teams | Inbound | Recordings | Messages | API | Billing | Features

**Profile**  
dub.points

Profile   
You can change your profile at [gravatar.com](https://gravatar.com)

---

Role Administrator

---

Username nick.atkin@dubber.net Change

---

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

---

\* Name Nick Atkin

Mobile 61 4 47516234

Cancel Save Changes

Figure 11 Dubber People - User Details

### Change Roles

To change a User's role within Dubber, the Administrator may change the 'Role' on the User Detail page from the Role drop down pane as shown below in *Figure 12*.

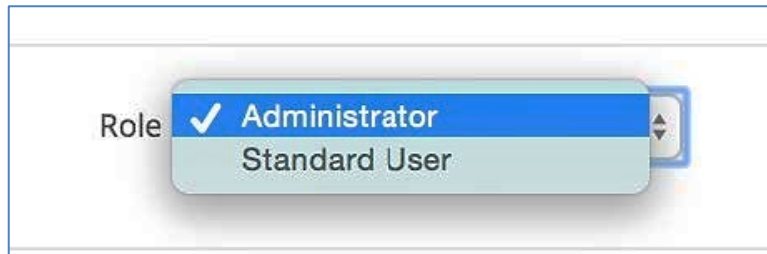


Figure 12 Dubber People - User Role

## Reset Password

- Password reset is done only in OSSmosis, contact Evolve IP Support for assistance.

## Delete User

Administrators are permitted to delete users from Dubber. Select the 'People' tab from the management console. Press the 'Trash' icon to the right of the Users email address to delete the User as shown in *Figure 13*.

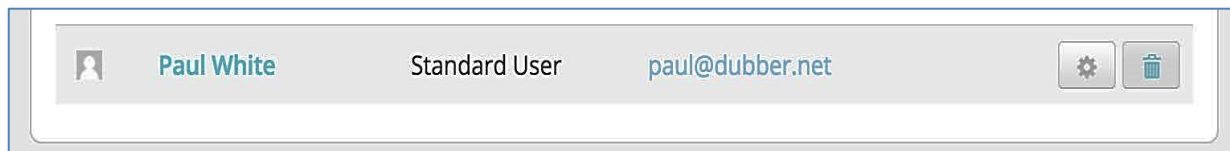


Figure 13 Dubber People - Delete User

The administrator will be presented with a 'Confirm Delete' message. An option will be provided to Retain User's Recordings, this will remove the account from Dubber but will leave the recordings available within Dubber for retrieval and playback.

To confirm deletion of the account, press 'Confirm Delete' as shown in *Figure 14*.

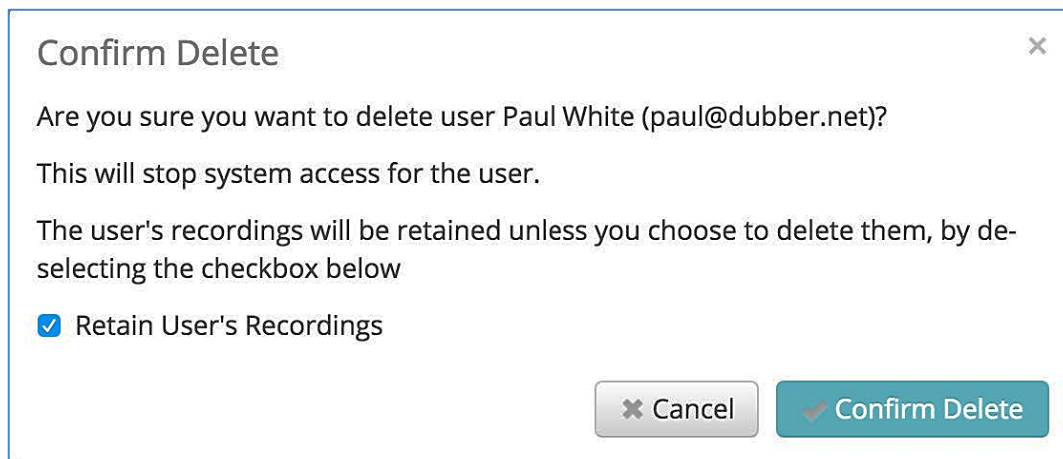
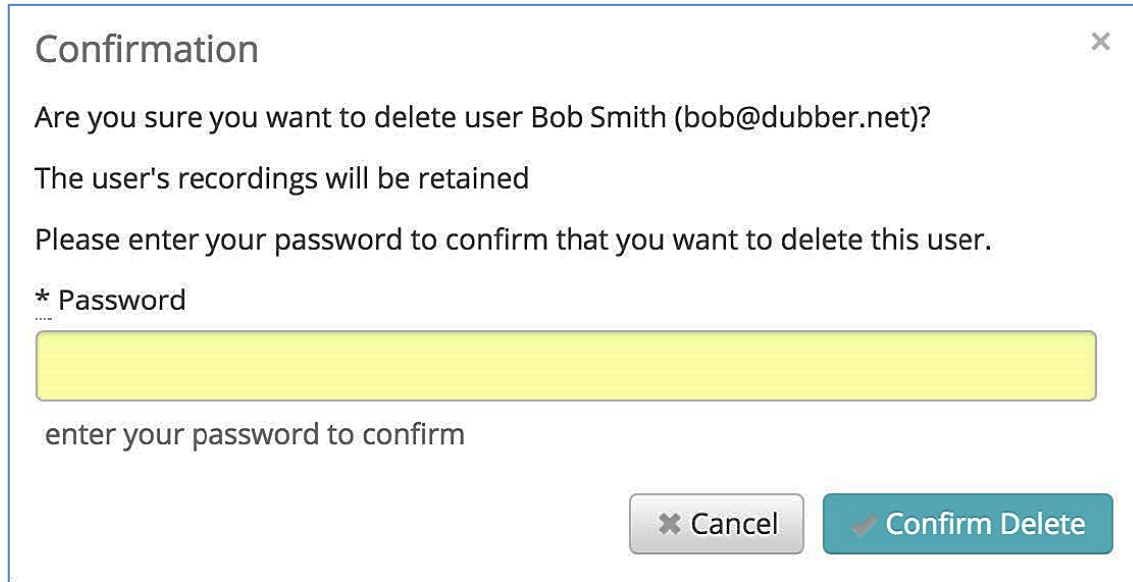


Figure 14 Dubber People - Delete User First Confirmation

A final confirmation will be presented. The administrator is required to enter their Dubber account password to complete the deletion of the User as shown in *Figure 15*.



The image shows a confirmation dialog box titled "Confirmation" with a close button (X) in the top right corner. The text inside the dialog reads: "Are you sure you want to delete user Bob Smith (bob@dubber.net)?", "The user's recordings will be retained", and "Please enter your password to confirm that you want to delete this user." Below this text is a label "\* Password" followed by a yellow rectangular input field. Underneath the input field is the text "enter your password to confirm". At the bottom right of the dialog are two buttons: a grey "Cancel" button with an X icon and a teal "Confirm Delete" button with a checkmark icon.

Figure 15 Dubber People - Delete User Final Confirmation

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