EVOLVE IP
WORK ANYWHERE™

Cloud Hosted Call Recording with Dubber

Dubber API: Getting Started

EVOLVE IP, LLC

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Overview

This guide is meant to prepare Evolve IP customers for development using the application programming interface (API) provided by Dubber for integration with cloud hosted call recording solutions.
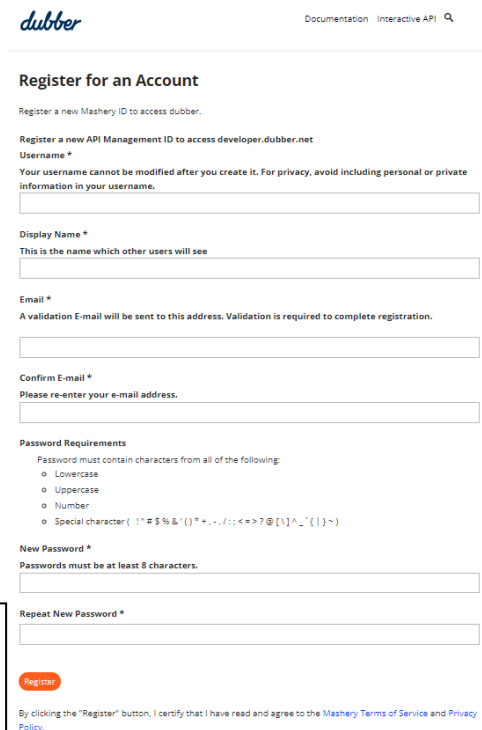
Pre-requisites

The very first steps in developing with the Dubber API are as follows:

Programming Experience – Developing with APIs is not extremely difficult, but it is also not meant for a beginner. Evolve IP strongly encourages the developer undertaking this task to be experienced and knowledgeable in creating applications and API programming. Evolve IP shall only provide access to self-service resources to support these efforts and will not provide any guidance or consulting on programming practices or support for the applications developed using this API. Dubber has many partners with pre-written integrations for its platform that may be better suited if your organization does not have programming expertise on your staff. https://www.dubber.net/marketplace

Register for a Developer Account - Visit http://developer.dubber.net and click on REGISTER. This will create a Mashery ID that is unique to you. This process includes an approval phase. Dubber will approve your registration within two (2) business days. Approved registration comes with a free 30 day Sandbox for development and testing. Sandbox accounts are not created nor maintained by Evolve IP.

Dubber Developer registration page.
Creates an API Management ID (Mashery ID)

Create an application – begin by creating an application, this will generate a Keys and Client Secret for the relevant Dubber instances. You may then Register the application.

Types of Keys and IDs

Once the pre-requisites are completed and understood, you are ready to get started. The following is a list of IDs / Keys / Tokens and how/when/where they are obtained:

- **API Management ID** - created upon Dubber developer registration. User generated through registration process. This is also referred to as your Mashery ID, and consists of a username and password that allows you to login to developer.dubber.net.

- **Application Key/Client Secret (Sandbox)** – created upon development account registration and creation of first application. Provided to the user directly from the Dubber Developer portal.

- **Application Key/Client Secret (Production)** – assigned upon application creation for regions selected, requires approval that takes up to two (2) business days. Provided to the user directly from the Dubber Developer portal.

- **Sandbox Account ID** – Will generally match the API Management ID, can be validated by calling profile API as detailed later in the document.

- **Production Account ID** – Provided by Evolve IP when production account is created. Visible by logging into your Production Account Portal via Evolve IP's Clearlogin.

- **Administrative User ID** – Provided by Evolve IP when production account is setup. This is the user that has admin permissions over your Dubber Production Account.

- **Auth ID / Token** – available to Client administrative user(s) in Production Account Portal accessed through Evolve IP's Clear Login. Can be used to generate an Access Token

- **Access Token** – a bearer authentication token that is used to authenticate each API call to Dubber. Available from the Dubber API following their "Authorization" guides to generate the token. (either by Password, Code, or Bearer Assertion)

API Documentation

Dubber has provided a comprehensive documentation site at developer.dubber.net. Visit that site for API documentation.

The Dubber Platform
Management & Recording of Communications for Developers.

Join Now   Learn more about our APIs

Register	Read the Docs	Make a Call	Get Support
Get an access key and usage reports for your apps.	Learn how to call our API from your applications.	Use our interactive documentation (IO Docs) to make a call.	Ask questions and get advice by sending an email to our support team.
Learn more...	Learn more...	Learn more...	Connect Now...

In the Docs

Welcome

Authorisation flow for Dubber Marketplace apps

Common Details ▸

Samples ▸

Welcome

Hello Developer!

The fastest way to get started is to register and play. Click here.

You get a **free 30 day trial** to develop and test in a Sandbox, no obligations and no risk. The interactive documentation is a no brainer and you should have no trouble getting up and running.

This section of the portal is for those of you who want to get serious, learn more and build/integrate our awesome functionality into your own application(s). We're committed to helping you succeed, along with the mandatory CURL examples any self-respecting developer would expect, we've included source code for a real client application.

Of course, it is a simplistic example and won't compare to your own idea/application! But, as developers ourselves, we understand the need to get cracking and having a working prototype definitely fast tracks your own development process.

Enjoy and we look forward to seeing how you use the Dubber Platform to produce that next 'killer app'.

API Application Responsibilities Matrix

Here are the expected responsibilities for tasks related to API development with Dubber:

R – Responsible | **A** – Accountable | **C** – Consulted | **I** – Informed

Pre-Requisites	Evolve IP	Client	Dubber
Programming Experience		RA	
Register on Dubber Developer Portal	C	RA	I
Create Application(s)	I	RA	I

Development	**Evolve IP**	**Client**	**Dubber**
Request Application Keys	I	RA	I
Approve Application Keys	C	I	RA
Setup Dubber Sandbox Account	I	RA	C
Maintain API Documentation	I	I	RA
Write API Calls	I	RA	C
Test Against Sandbox	I	RA	C
Monitor API Availability	R	I	A
Monitor Application for API Errors	I	RA	C
Provision Dubber Production Account	RA	C	I
Provide Production Account ID	RA	I	
Setup Administrative Dubber User(s)	RA	I	
Enable API Access	RA	I	
Obtain Production Auth ID / Token	C	RA	

Testing

Dubber provides an interactive API to test your application. This will be done using the Key and Client secret provided for the Sandbox portal on your Developer account. It should be noted that the Sandbox will not contain any of your recordings from Evolve IP. This is a test account and will be registered using the same email address as your Dubber Developer account.
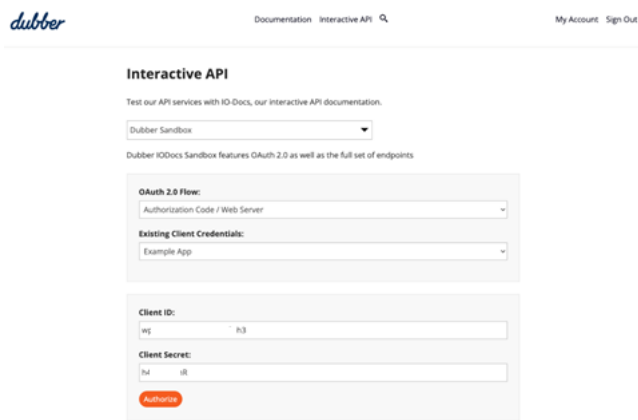
The Dubber Platform
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Join Now   Learn more about our APIs

Register

Get an access key and usage reports for your apps.

Learn more...

Read the Docs

Learn how to call our API from your applications.

Learn more...

Make a Call

Use our interactive documentation (IO Docs) to make a call.

Learn more...

Get Support

Ask questions and get advice by sending an email to our support team.

Connect Now...

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dubber

Documentation   Interactive API   🔍   My Account   Sign Out

Interactive API

Test our API services with IO-Docs, our interactive API documentation.

Dubber Sandbox ▼

Dubber IODocs Sandbox features OAuth 2.0 as well as the full set of endpoints

OAuth 2.0 Flow:

Authorization Code / Web Server

Existing Client Credentials:

Example App

Client ID:

w   h3

Client Secret:

hl   lR

Authorize

Obtaining your account ID is as simple as selecting the application you created from the existing Client credentials which will prepopulate your ID and Secret. You then select "Authorize" which will require you to enter your credentials for your Dubber Sandbox Account.

If you have not yet created the Sandbox account you can enter your email address at the Forgot password link here: https://idp.sbox.dubber.net/auth/realms/dubber/login-actions/reset-credentials?client_id=dubber&tab_id=zom0zNFZrFA and follow the process to establish a password and activate the account.

Once you provide the credentials for your Dubber Sandbox Account the interactive API will generate an authorization code and allow you to get an access token.

Accessing your Sandbox Account ID can be done by calling the profile API.

Profile Methods

The response to this call will have your account details:

```
{
  "self": "https://api.dubber.net/sandbox/v1/users/yourname-domain-com",
  "account": "https://api.dubber.net/sandbox/v1/accounts/AccountID",
  "id": "yourname-domain-com",
  "role": "Administrator",
  "username": "yourname@domain.com",
  "first_name": "First Name",
  "last_name": "Last Name",
  "confirmed": true,
  "date_created": "Day, ## Month 2022 HH:MM:SS +0000",
  "date_updated": " Day, ## Month 2022 HH:MM:SS +0000",
  "mobile_number": "#########",
  "language": "en"
}
```

Production Access

Evolve IP will provision your Production Dubber account in accordance with the service to which you have subscribed. As part of provisioning this account, Evolve IP will configure administrative users as detailed by the Client in the Implementation Workbook. Where requested, user API access will be enabled. Once enabled the administrative user(s) can obtain the Auth ID and Token related to their account which will be necessary for accessing your production account via the API through the Production Dubber portal. Users access the

Production Dubber Portal through Evolve IP's ClearLogin by selecting tile titled "Cloud Hosted Call Recoding". Once in the Production Dubber Portal clicking on the gear icon in the upper right hand corner and selecting "Account" you can navigate to the API tab on your Account Settings page and view your Auth ID and Token. It should be noted for security reasons, Evolve IP cannot see this information nor provide it to you.
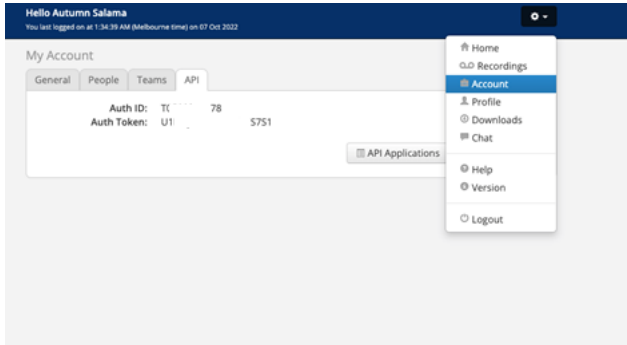
You can now leverage your Production Key and Client Secret paired with your Authorization ID/Token to make API calls against your production Dubber Account. Examples of the API calls available to you can be found with the API documentation links provided earlier in this document.

It should be noted that all examples use the sandbox instance. When making calls in production "sandbox" should be replaced with the production Dubber region you are making the calls to, usually "us" for customers based in the Continental US.

Sandbox Example:

```
curl -i -k -H "Authorization: Bearer <ACCESS_TOKEN>" \
  -X GET "https://api.dubber.net/sandbox/v1/accounts/<Dubber_Account_Id>"
```

US Production Equivalent:

```
curl -i -k -H "Authorization: Bearer <ACCESS_TOKEN>" \
  -X GET "https://api.dubber.net/us/v1/accounts/<Dubber_Account_Id>"
```

Support

If your sandbox is active, you can open support tickets directly with Dubber for issues related to API application development. Click on the 'Get Support' link from the home page.
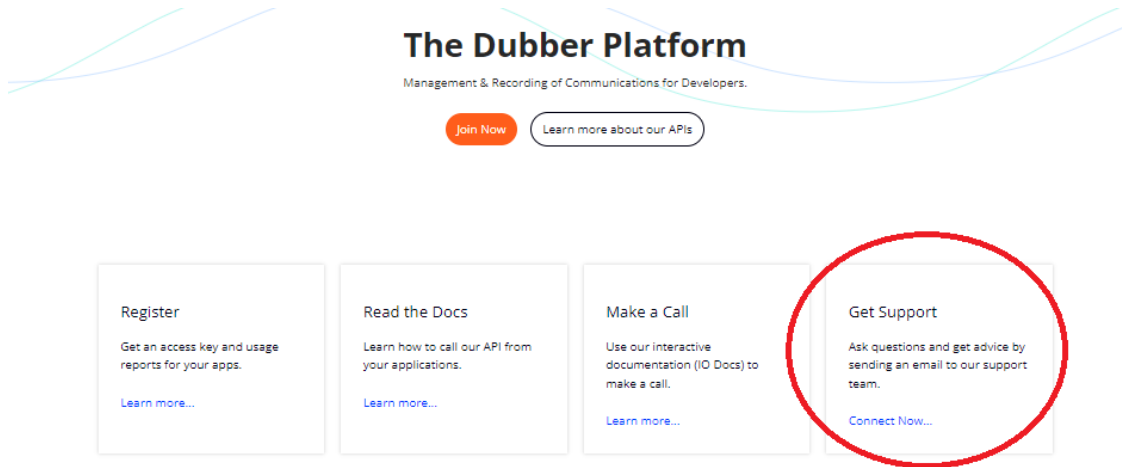
Evolve IP does not provide support or development assistance for customers building against the Dubber API.

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