



Call Recording Portal

Updated November 2024

Table of Contents

Call Recording Management.....	3
Call Recording Products.....	3
Access the Dubber Portal.....	3
Manage Recordings.....	4
Search for Recordings	4
Listen to Recording.....	4
Share Recording	5
Tag Recording.....	6
Download Recording.....	6
Favorite Recording.....	7
Dubber Administrators.....	8
Search for Recordings	8
Delete Recording.....	9
User Management.....	9
Create or Manage a Team	10
Bulk Actions	11

Call Recording Management

Recording conversations in every communication channel is crucial for compliance monitoring, legal proceedings, internal employee reviews, and more. We have partnered with [Dubber](#), the world's leading provider of cloud-based call recording, to provide a high quality, compliant, network-based recording solution, so you can capture your own calls from any of your devices while ensuring compliance with call recording laws and regulations.

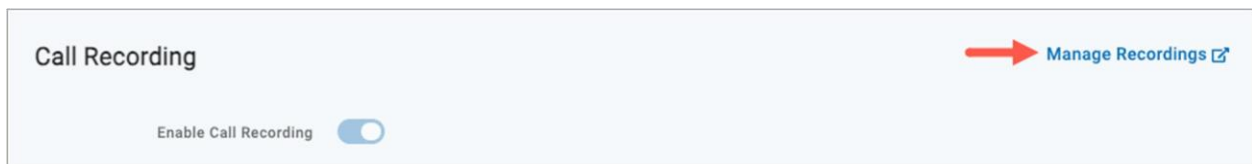
Call Recording Products

BCC Call Recording is included in the Advanced and Professional feature plans. Users with this product can manage their own recordings in the Dubber Portal.

Additional products, including Dubber Recording, Dubber Unified, and Dubber Insights, may also be available. These products offer advanced call recording capabilities including the ability for a Dubber Administrator to manage the recordings for all users on the account. For more information about these packages, contact Customer Support.

Access the Dubber Portal

All call recording files are stored in the Dubber Portal. Once you have recordings available, they can be managed by clicking Manage Recordings and entering your credentials on the Dubber login page.



You should have already created a password by clicking the verification link in the *Welcome* email that was sent when the feature was originally enabled. If you can't remember your password, click *Forgot your password?* and enter your email address to receive further instruction.

Dubber Portal

The Dubber Portal is subject to change and may appear differently from how it is documented here.

Manage Recordings

The Call Recording page in the Dubber Portal displays all your available recordings and several management tools allowing you to listen to your recordings, add tags, favorite them, share them via email, or even download a copy of the MP3 file.

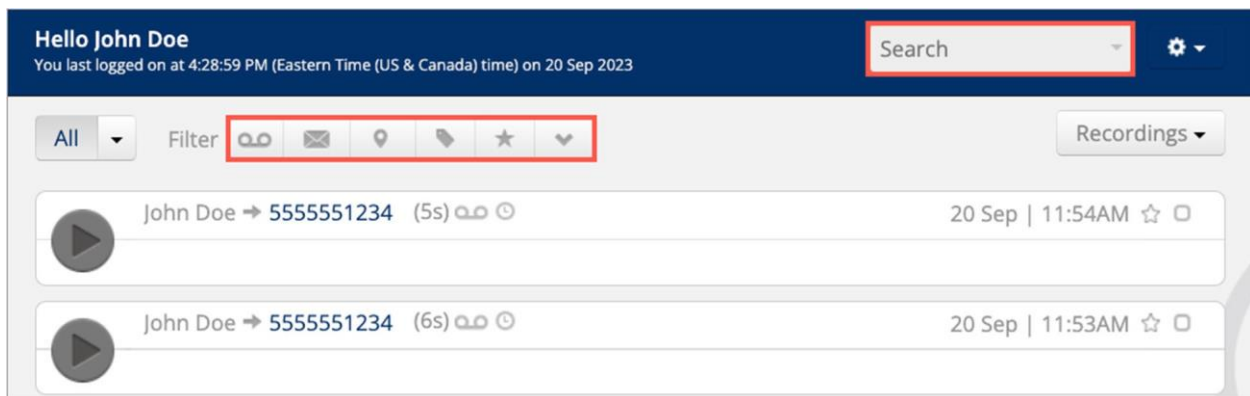
Dubber Users

All Call Recording users can manage their own recordings. However, only a [Dubber Administrator](#) (not available with BCC Call Recording) can manage the recordings for other users on the account.

Search for Recordings

Use the search bar located in the top-right corner of the page to quickly search through your recordings. Additional filters can be applied by clicking the arrow and selecting or entering your search preferences. Click [Search] to populate your results.

The filter bar can also be used to filter your recordings. Click Show tagged to display your tagged recordings or Show Starred to display your favorites. Please note, the integration does not support the Show Voicemail or Show Meetings tabs, so those will be empty.



Listen to Recording

To listen to a recording, locate the recording from the list and click Play. The recording will begin playing and expand to display the audio's waveform. New UI elements will also appear, providing additional playback options. Click to skip forward 15 seconds or click to go back 15 seconds.

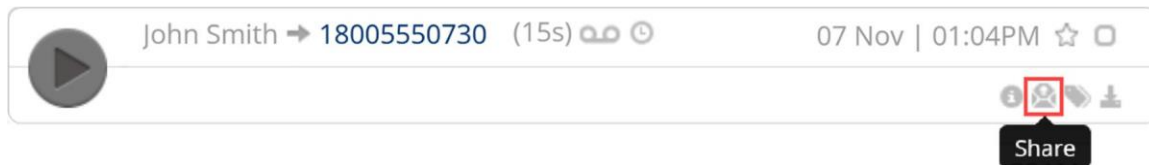
You can also adjust the playback speed by clicking Set playback speed and selecting an option from the menu. Options include 0.5x, 1.0x (default), 1.5x, and 2.0x speed.



Share Recording

Within the Dubber platform, your recordings can be shared with a colleague or team member via email.

1. Locate the recording you want to share and click Share on the right.



2. In the Share this recording modal, enter the recipient's email address.
3. Optionally, edit the Subject and Message fields. By default, these fields are pre-populated with generic text.
4. Check **Do you understand you're sharing this recording?** to accept the terms and conditions.

Share this recording

To

bobsmith@demo.com ×

Subject

Recommended Call Recording

Message

Hi,

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

Thanks,
Admin

John Smith → 18005550730 (15s) 07 Nov | 01:04PM

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

Cancel
Share

5. Click [Share]. The recipient will receive an email containing a link to the audio file. The recording will be available for 24 hours or 50 plays, whichever comes first.

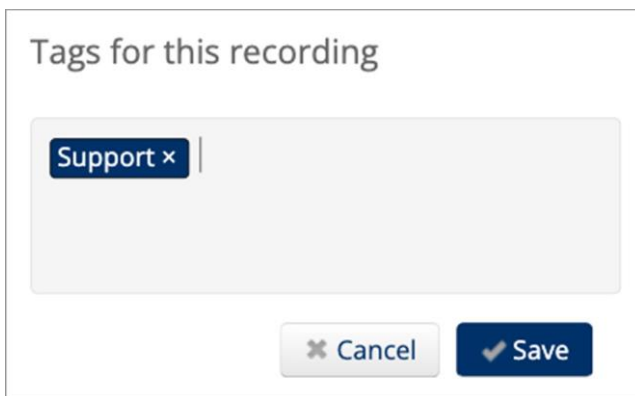
Tag Recording

Tags add an extra layer of discoverability by attaching a searchable label to the recording file. Use tags to categorize recordings by department, team, or call type for example. After a tag has been added, it will display at the bottom of the recording.

1. Locate the recording you want to tag and click  Tags on the right.



2. In the Tags for this recording modal, enter a name for the tag. The tag may be alphanumeric, up to 25 characters. To enter multiple tags, press the enter key after each entry or separate them with a comma.

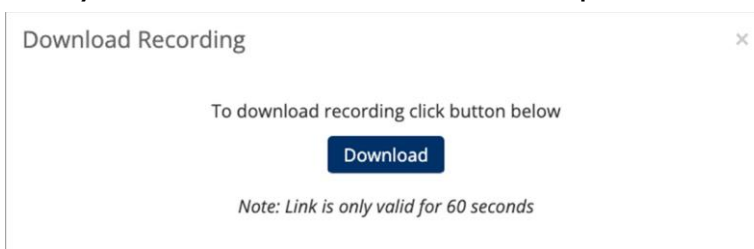


3. Click [Save].

Download Recording

You can download an MP3 copy of your recordings within 30 days.

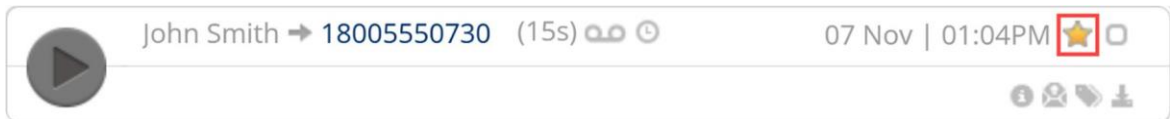
1. Locate the recording you want to download and click  Download on the right.
2. Click the [Download] link to begin downloading the MP3 file to your device. The link is only valid for 60 seconds. If the link expires, close the modal and try again.



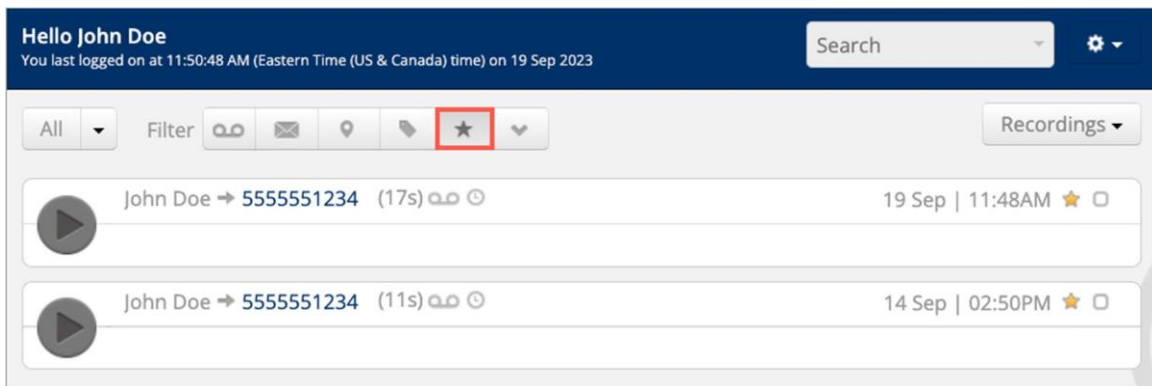
Favorite Recording

In some cases, you may need to save a recording to refer to it later. This can be accomplished by favoriting (or "starring") the recording. Favorite as many recordings as you'd like.

1. Locate the recording you want to favorite and click the Star icon on the right. The icon will change color to indicate the recording has been saved successfully.



2. Once you've added the recording to your favorites, it can be accessed by clicking the Show Starred tab in the filter bar.



Dubber Administrators

Dubber Administrators are users who have additional privileges to update certain account settings and manage the recordings of other users within the Dubber Portal. At least one Administrator was assigned when Call Recording was enabled on the account.

Dubber Administrator users are available only on Dubber Recording, Dubber Unified, and Dubber Insights products.

IMPORTANT

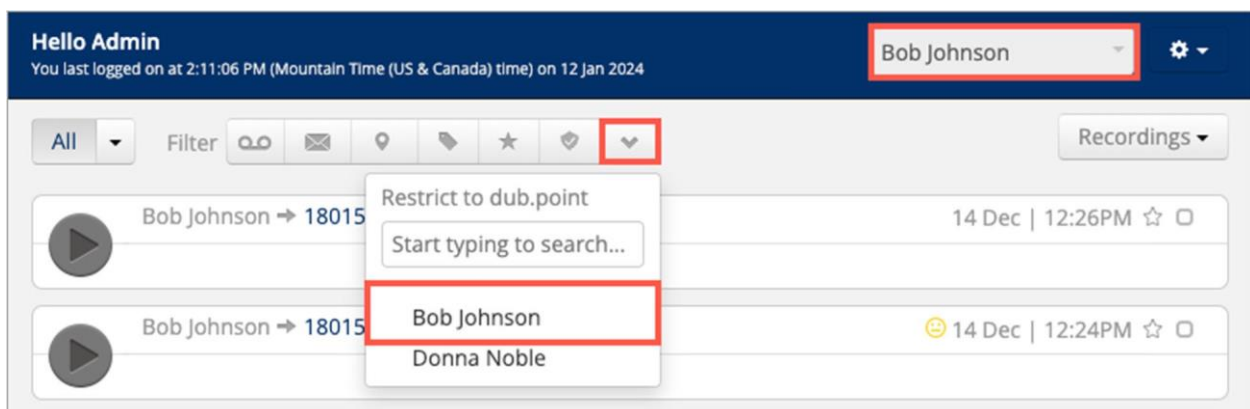
Proceed with caution. This integration is designed to sync your voice services to Dubber, but not the other way around. Do not modify any account or user settings in Dubber outside of what is described below. Your changes will not sync.

Search for Recordings

After logging in to the [Dubber Portal](#), Dubber Administrators are directed to the Call Recording page which contains the recordings of all users in the account. Recordings are listed newest to oldest.

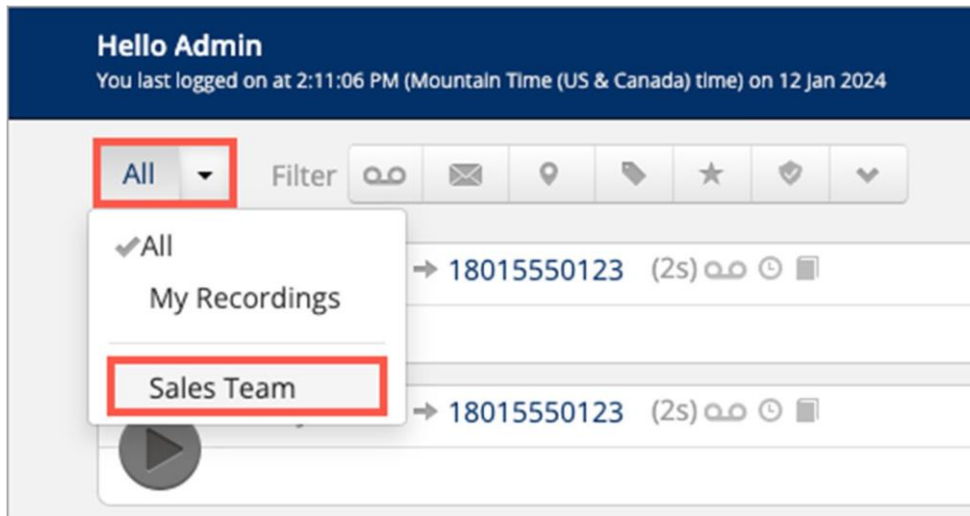
Search by User

To search for recordings from a specific user, enter the user's name in the search bar located in the top-right corner of the page or click the  Restrict to dub.point tab from the filter bar and select the user from the menu.



Search by Team

To search for recordings by team, click  All on the left of the filter bar and select a team from the menu. Teams are listed below My Recordings.



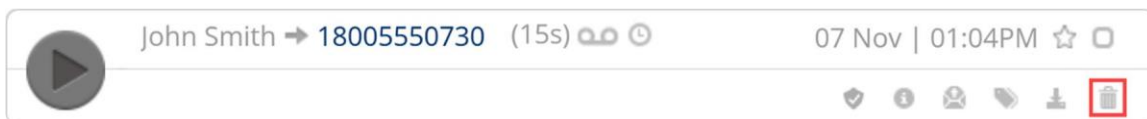
For more information, refer to [Search Your Recordings](#) in the [Dubber Support Center](#).

Delete Recording

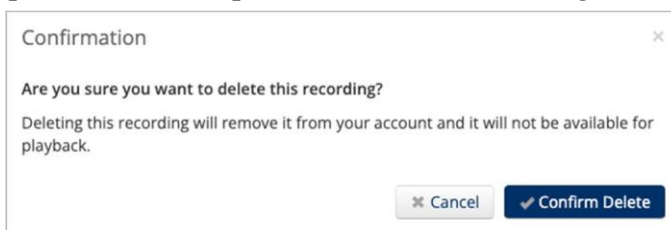
Dubber automatically deletes recordings from the platform based on the retention period defined by your call recording product. Although not typically recommended, Dubber Administrators can permanently delete recordings via the [Dubber Portal](#).

Once a recording is deleted, it cannot be recovered.

1. To delete a recording, hover over the recording and click  Delete.



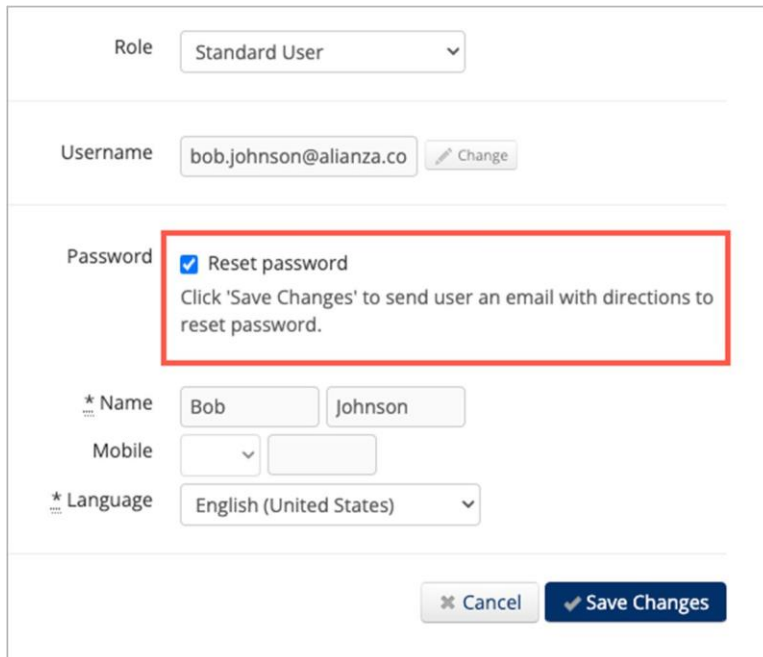
2. A confirmation modal appears, asking if you want to delete the recording. Click [Confirm Delete] to remove the recording from the account.



User Management

Because data updated in Dubber is not synced with your voice services, it's important that you do not add, edit, or delete users in the Dubber Portal. Nearly all user management functions should be handled in your voice services account instead.

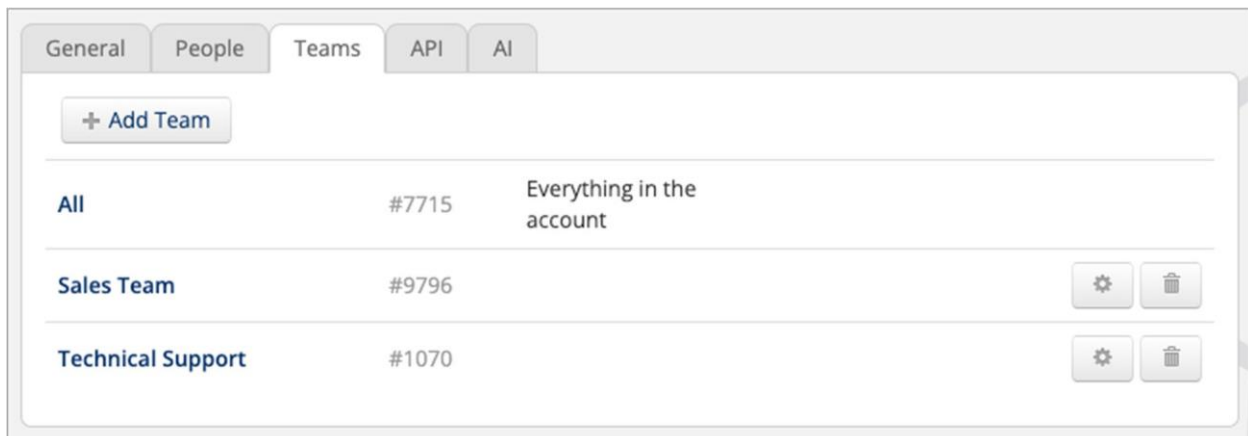
However, if a user forgets their Dubber password and is unable to reset it on their own, you can reset it for them via the People tab in the account settings. For more information, refer to [Reset User Password](#) in the [Dubber Support Center](#).



The screenshot shows the 'People' tab in the account settings. The 'Role' is set to 'Standard User'. The 'Username' is 'bob.johnson@alianza.co' with a 'Change' button. The 'Password' section has a checkbox labeled 'Reset password' which is checked. Below the checkbox, it says 'Click 'Save Changes' to send user an email with directions to reset password.' The 'Name' is split into 'Bob' and 'Johnson'. The 'Mobile' field is empty. The 'Language' is set to 'English (United States)'. At the bottom, there are 'Cancel' and 'Save Changes' buttons.

Create or Manage a Team

In Dubber, you can organize existing users into groups, otherwise known as Teams. Teams are an effective way to manage how users can access call recordings. Teams are composed of Contributors — users who can contribute their own recordings, and Listeners — users who can listen to the recordings of other team members.



The screenshot shows the 'Teams' tab in the account settings. There is a '+ Add Team' button. Below it, there is a table of teams:

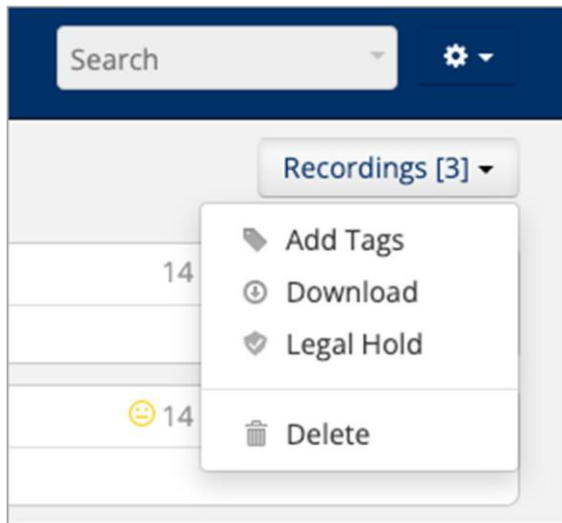
Team Name	ID	Description	Settings	Delete
All	#7715	Everything in the account		
Sales Team	#9796			
Technical Support	#1070			

For more information, refer to [Teams](#) in the [Dubber Support Center](#).

Bulk Actions

Although Standard Users can tag multiple recordings at a time, Dubber Administrators can also ⬇️ Download, apply a 🛡️ Legal Hold, or even 🗑️ Delete recordings in bulk.

To complete a bulk action, select the applicable recordings from the Call Recording page, then choose an option from the Recordings menu.



For more information, refer to [Multi Download](#) and [Multi Delete](#) in the [Dubber Support Center](#).



© 2024 NEW HORIZON COMMUNICATIONS, CORP.
ALL RIGHTS RESERVED