



Features and Benefits

Dubber is a native cloud platform as a service with a host of call recording and communication capture products, designed to be integrated and provided to end-users and businesses, through service providers. Dubber's solution is the only true cloud platform in the industry. It was architected to utilise Amazon Web Services (AWS) infrastructure for unlimited scalability, high-end security, extensive storage on-demand and local deployment around the globe.

• Native Cloud Solution

Dubber has been architected and built as a native cloud solution, deployed globally utilising AWS infrastructure. Utilising cloud technologies, the Dubber platform is the world's only 'true cloud' call recording solution. Use of this technology allows for all of the benefits of cloud, including subscription based pricing and ease of deployment, and removes the inherent issues associated with traditional hardware based technologies.

• Unlimited Scalability

The Dubber platform has been architected and built for scale. As a native cloud solution Dubber can scale to any size in an instant. This has been achieved by building all components, including recording, data structures, search engines and web presentation engines to be fully scalable on demand. The Dubber architecture is fully elastic across all components allowing for rapid scalability based on demand.

• SaaS Model

As a native cloud solution Dubber are able to offer SaaS based pricing. Through our architecture model Dubber are able to offer flexible pricing - such as per-user subscription pricing with no minimum or maximum commitments for either number of subscribers or contracted durations. Additionally there are a number of on-demand and pay-as-you-go payment options available.

• Security

Recordings are stored within a dedicated encrypted Dubber recording store. Access to the recordings is available through the Dubber portal or through the Dubber API, both of which require user authentication. Once accessed, all recordings within Dubber are streamed through HTTPS sessions ensuring end-to-end security between Dubber and the end user. Specific Government & Finance grade security is also available.

• Rapid Deployment

Dubber's aim is to achieve recording with minimal to no requirement for on premise hardware. To reach this goal, Dubber deploys connections to recording sources through the API. With this approach Dubber is able to rapidly deploy and connect to numerous recording sources such as PBX, Telco Exchange and other existing call recording solutions.

• Permissions, Admin and Team Structure

Dubber enables the sorting of recordings based on subscription users. To assist with this, and to give enterprises more flexibility, administrators are able to manage users in a hierarchy method. Unlike legacy solutions, permissions, admin and team functions are all included in the service, at no extra cost.

• Sharing

Instead of traditional export methods of exporting recordings, Dubber allows recordings to be shared through the Dubber Portal. A secure link is shared via email to allow a user to have temporary access to the recording through a HTTPS hyperlink. This process allows external sharing of recording for a predetermined period without the requirement to download the file to disk.

• Search and Filtering

Dubber allows advanced search and filtering across all data within the platform. Through the use of cloud search tools, Dubber allows subscribers the ability to search for any recording based upon all associated metadata. Dubber is very flexible in its data structure, allowing the addition of unlimited metadata to recordings. This allows Dubber subscribers to find recordings and embedded data within the audio assets with ease.

• Tagging and Metadata

Dubber has the ability to add an unlimited number of 'Tags' to recordings. Dubber can attach 'Tags' from any available metadata. This capability allows for extremely advanced search functionality that previously would not have been possible. 'Tags' may also be automatically created through the Analytics and Biometrics functionality within Dubber - giving unprecedented search capability within the recordings.

• Playback

The Dubber Playback engine is proprietary technology powering this innovative service. Once Dubber Playback is activated on a user's phone service through their providers, their calls are processed through a stream for up to 3 days. When the user decides to keep a call after it's finished, or while browsing through 3 days of calls, a secure audio file is generated, which is only available to them. Recordings can then be kept for up to a year and can be accessed through a web, iOS or Android app.

• Fully Redundant

Dubber's system architecture has been designed specifically to support both scale and redundancy. Utilising cloud infrastructure, Dubber has been designed to leverage the inherent technologies within cloud to provide an unlimited scalable, multi-redundant and highly resilient solution. This helps Dubber achieve 99.999999% uptime.

• RESTful API

The Dubber API enables simple and seamless integration into any CRM, including Salesforce.com and Microsoft Dynamics. Dubber has been constructed to allow extensible access through the Dubber API. Utilising Restful API, Dubber allows the ability to manage users and accounts, as well as the actual call recording.

• Storage

Utilising AWS, Dubber has chosen to store all user data within the AWS S3 storage system. This option offers one of the world's most secure and resilient data storage options. The resilience figures provided by Amazon on S3 are 99.999999%: this is achieved through simultaneously writing all data to 3 separate encrypted data stores. This storage is inaccessible from any system outside of AWS, and is only accessed within AWS through time restricted tokenised links.

• Centralisation of Recordings

As Dubber is a scalable native cloud platform, there are no restrictions on the location of users or recording access. With a global cloud presence, Dubber is able to connect recording users throughout the world. This means that Dubber is able to provide centralisation of recorded assets over disparate locations. If an enterprise has several contact centres, multiple back office locations and a widespread branch network, traditional recording technologies do not allow for centralisation of recording. Dubber is now able to offer this advantage.

• PCI Compliance

Dubber's cloud solution has the flexibility to deploy additional layers of functionality that help companies to be fully compliant with a variety of regulatory directives.

• Zoe Intelligence Engine

Zoe is Dubber's intelligence engine, featuring a series of modules that allow deep insight into the content of your communications. Key features that provide a host of powerful solutions include Smart Search and Sentiment Analysis. The user has the potential to realise limitless use cases via the Open API.