



Why do businesses need call recording?

The benefits of call recording are now available instantly through Dubber, with huge cost savings when compared to legacy solutions. Once only provided as bulky on-premise equipment for regulatory compliance or contact centres, now everyone can benefit from the advantages of recording their calls.



Get every order right

Businesses that take orders over the phone can choose to record these calls for reassurance. Details taken over the phone* can be replayed to ensure that orders are fulfilled accurately. These records can also prove vital for dispute resolution, when calls can be replayed to find out exactly what was said and action can quickly be taken to resolve the situation.

*Dubber also provide solutions to ensure card payment information isn't recorded: essential for compliance with PCI DSS.

Keep colleagues connected

Conference calls are a vital tool for organisations in the globalised workplace. Screens can be shared and team members can collaborate with ease across the world. To make sure that everyone can benefit from the ideas shared during a conference call, Dubber can record the entire conversation — even shared screens and video — allowing anyone who wasn't available to catch up, and to act as a reminder for those who were able to attend.

Stay on top of compliance regulations

Dubber has all the tools to help organisations and individuals to comply with regulations across a variety of sectors. Dubber can capture calls made on both fixed-line and mobile phones, and works well as part of a UC solution, ensuring all communications are recorded. Storage is also unlimited, allowing users to meet secure storage requirements by the majority of regulations.

The Future of the Contact Centre

Providing call recording for your contact centre is quick and easy with Dubber. Our deployment through service providers means that recording can be switched on within days and communications can be captured directly from the network, without the need for on-premise equipment. Advanced security permissions can be established within teams, making calls accessible only to admins, supervisors, and the individual users who made the calls.

Release the power of voice data

Zoe is Dubber's artificial intelligence — transforming everyday phone calls into valuable data assets for both businesses and individuals. Zoe lets users unlock the insights held within the data of voice calls through its key features: Smart Search, Keywords, and Sentiment. Businesses can examine their customer communications to increase their understanding of their interactions and discover areas of potential improvement.

Say thank you to your best employees

Call recording can be a great tool for identifying high-performing staff. With the speech intelligence of Zoe, contact centre employees who consistently turn negative calls into positive interactions can be easily identified and rewarded for their great work. Zoe can also be applied to measure the impact of sales campaigns, allowing testing of different phrases to see which is most effective.

Transform Business Practices

Data analysis is where call recording is a game-changer. The ability to identify trends over time can give organisations the insight they need to improve their business practices. Tools such as Dubber's Sentiment, part of our Zoe speech intelligence, can identify negative calls. Common keywords spoken on these calls can show the most frequent complaints received, showing organisations areas that can be improved upon and increasing customer satisfaction. Identifying common questions can also prompt a website update, making answers to these queries easy to find and providing the details that may save customers a phone call.

Integrate with your CRM

Dubber allows integration with CRMs to enable businesses to utilise call recording as part of their existing apps and services. By allowing organisations to harness the power of data held within their communications, Dubber unlocks valuable information. Businesses can better target their marketing campaigns, and gain insight into potential opportunities for improvement and development.

Playback: a unique product for individuals

Specially designed for individuals, Playback is a groundbreaking new product that gives users the gift of hindsight. With Playback, users can choose to save a call for up to three days after it was made. They can then access them through their own private dashboard using a web, mobile, or deskphone app.



Sales inquiries

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About Dubber

Dubber is the world's most scalable call recording service that enables users to record, save, replay and interact with their calls like never before. Dubber's call recording from a native cloud platform has revolutionized telephony technology. Its unlimited scalability, no upfront costs and true SaaS offering enables service providers and customers to use and benefit from call recording software like never before.