Admin Guide - Call Recording

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DOCUMENT REVISION HISTORY

Version	Reason for Change
1.1	Introduced document for Dubber Account Administration Guide
1.2	Updated for UI changes
1.3	Updated user features
1.4	Updated for UI changes and branding update.

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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.

USER

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 in 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-premise phone systems and integrated traditional recording solutions. A User's accessibility to recordings and management of those recordings can be made via the Dubber Call Recording service application (available at https://cr.redcentricplc.com/login).

ADMINISTRATORS

Admins are Users with additional privileges to manage recordings and other User's within their Account. Like other User's, Admins also can be a source of recordings and access those recordings via Dubbers 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 an Account. Account Admins control the structure of Teams and Users can either be a Contributor, Listener or both within 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
- 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

ACCOUNT ADMINISTRATION

Administrators have access to the management console through the 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.
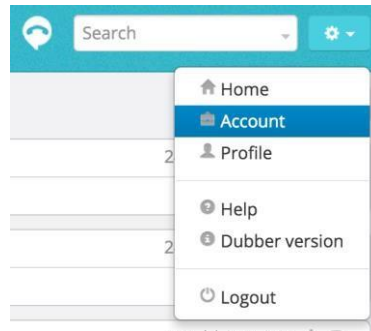
Figure 1 Dubber Accessing Management Console

The management console will open giving administrator's access to manage users and teams.
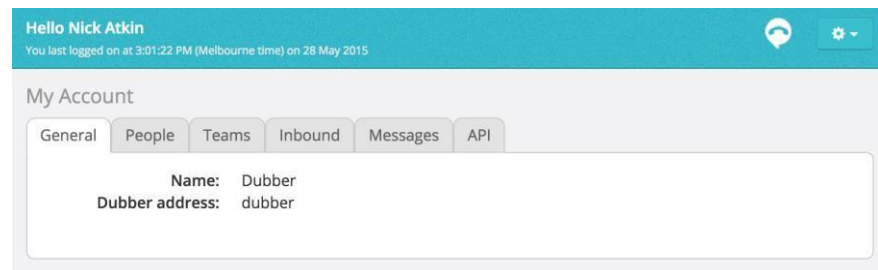
Figure 2 Dubber Management Console

VIEWING USERS

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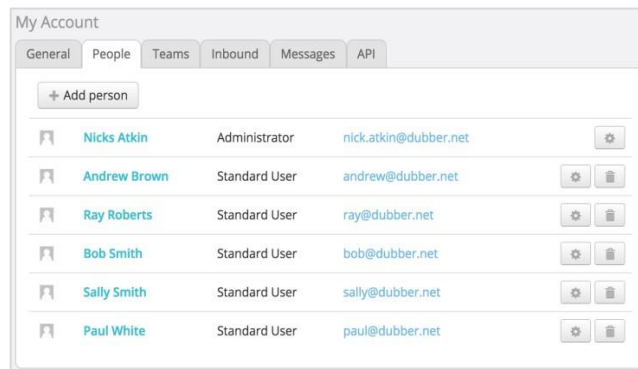

Figure3 DubberPeople_ User View

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.

Note: Recorded Users that don't require access can be setup without an email address.
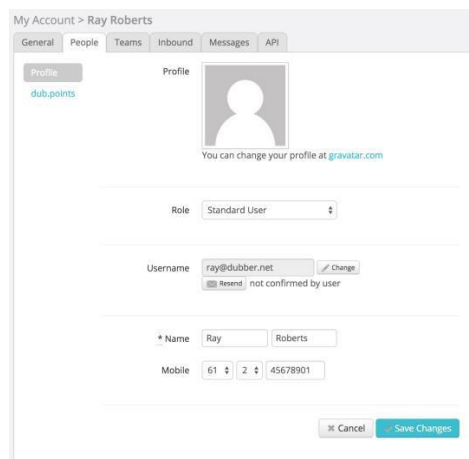

Figure4 DubberPeople_ User Detail

ADDING USERS

Administrators can create new users. While in the 'People' tab, Administrators have the option to Add Person as shown below in Figure 5.
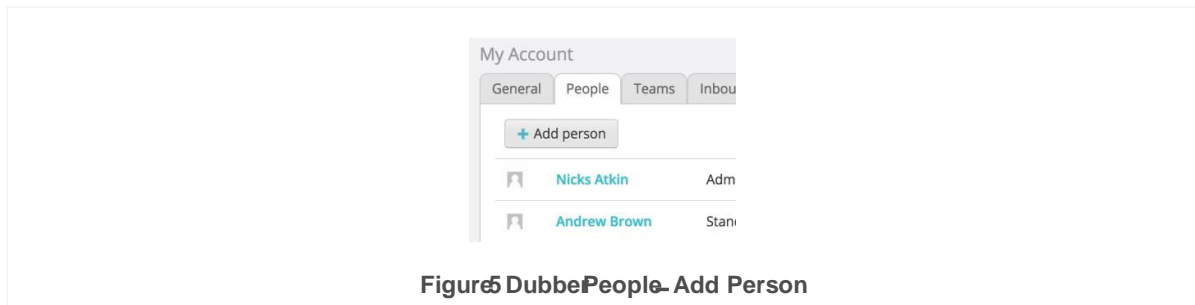

Figure 5 Dubber People – Add Person
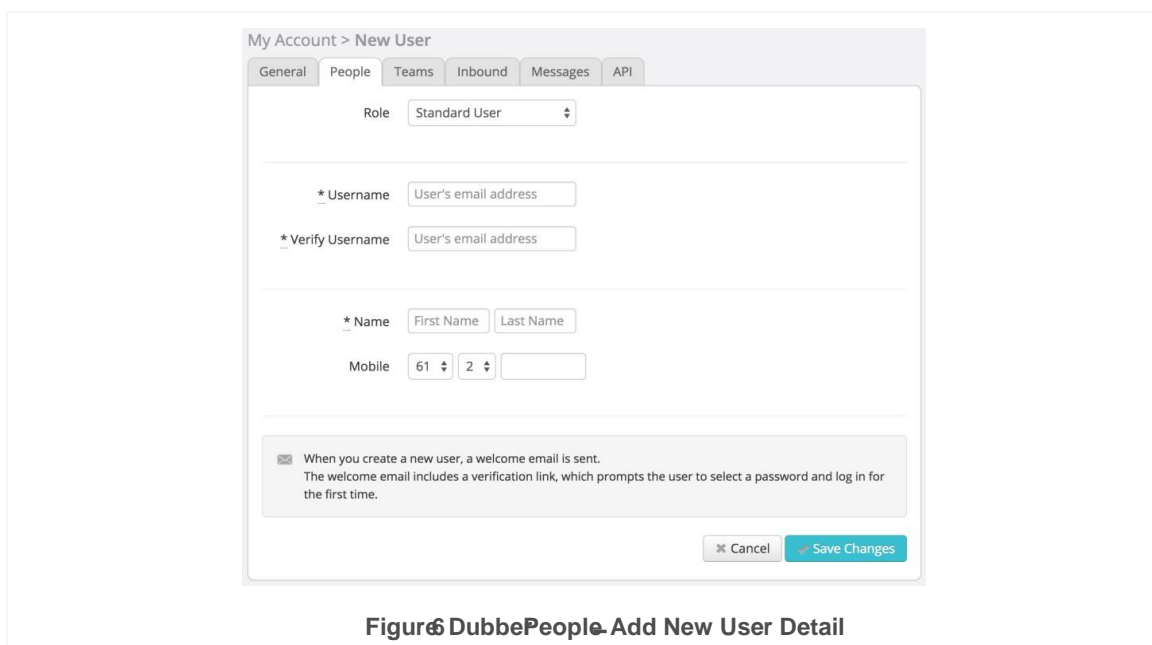
The 'New User' dialogue page opens

Figure 6 Dubber People – Add New User Detail

To create a new user, populate the new users 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.

Note: If users are not accessing their recordings, then there is no requitement to add an email address.

TEAMS

Dubber enables administrators to create additional structure for users within an account. Teams are used for this purpose and enable the 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 organisation.

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

CONTRIBUTOR

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

LISTENER

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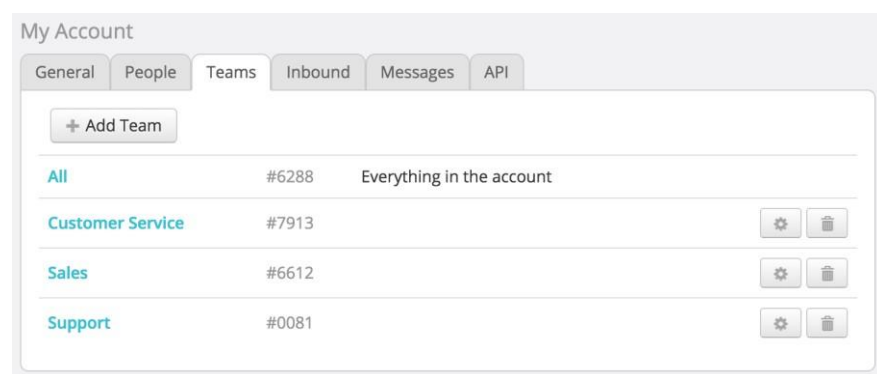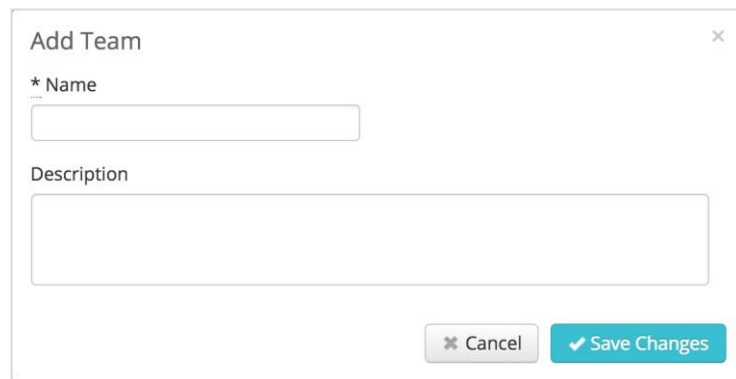

Figure 7 Dubber Teams – Add New Team

To create a new 'Team' press the 'Add Team' button as shown above in Figure 7. This will open the 'Add Team' dialogue box as shown below in Figure 8.
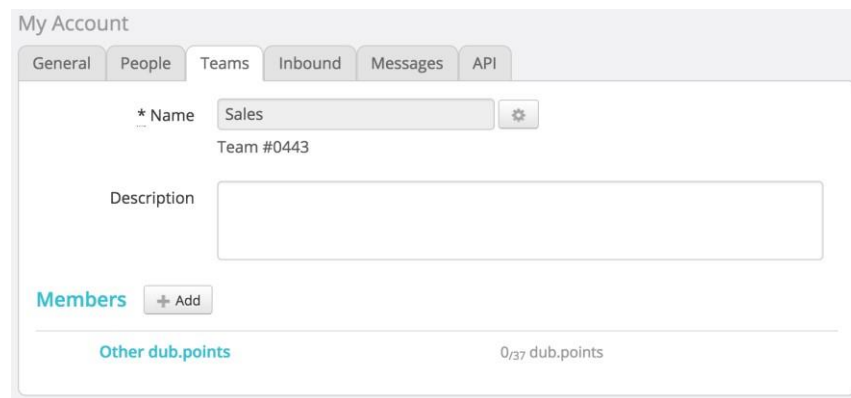
Figure 8 Dubber Teams – Add New Team Detail

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 9.
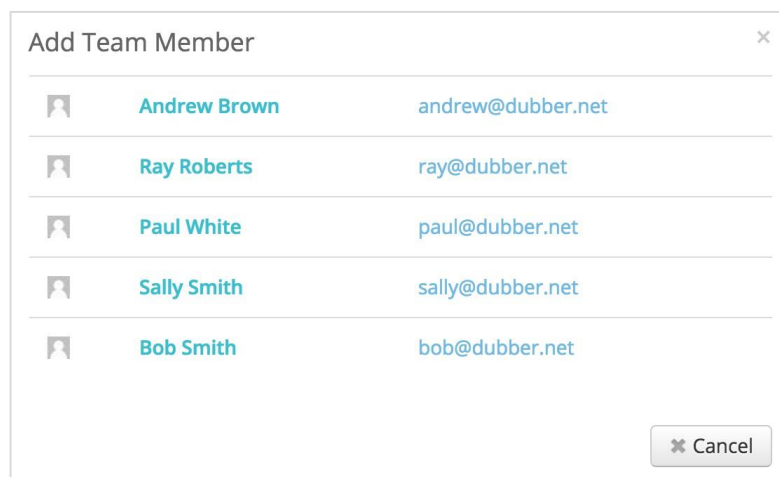
Figure 9 Dubber Teams – Add Members Overview

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 10.

Figure 10   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 11.

Select Permissions for Bob Smith ✕

Permissions

☐ Listener

dub.points

☐ **User** Bob Smith bob@dubber.net

✖ Cancel ✔ Save Changes

Figure 11 Dubber Teams – Select User Permissions

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

USER MANAGEMENT

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

- Change User Role
- Send Reset Password Email
- 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 12.
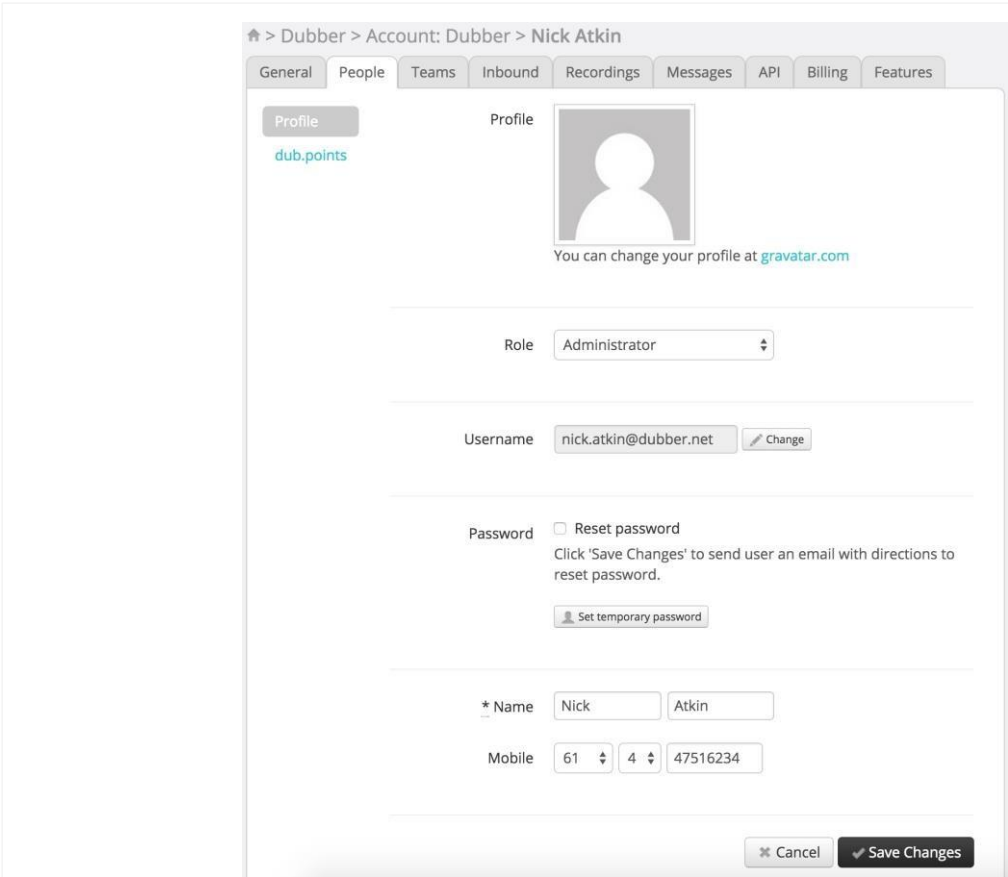

Figure 12 Dubber People – User Details

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 13.


Figure 13 Dubber People – User Role

RESET PASSWORD

The Dubber Recording service is tightly integrated into Redcentric's Unity service, therefore users that are configured with the recording service should utilise their **existing Unity credentials** to access the service. The password policy will be governed by the current Unity policies. Unity Administrators will be able to manage the resetting of user passwords via the Unity Admin portal where required. The existing password reset procedures should be followed.
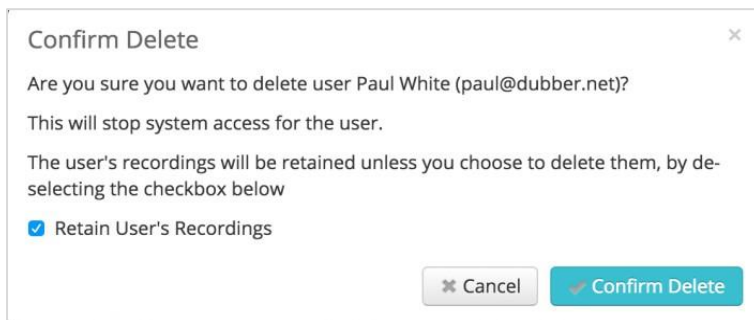
DELETE USER

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 19.


Figure 14 Dubber People – Delete User
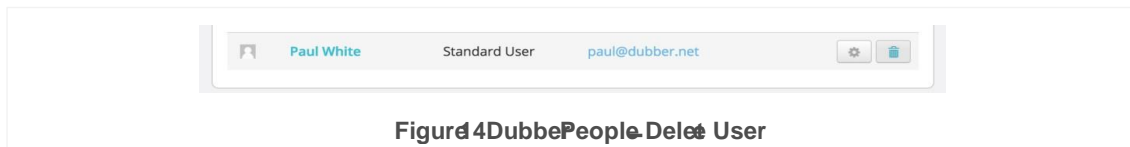
The administrator will be presented with a 'Confirm Delete' message. An option will be provided to Retain User's Recordings, this will remove the account from Dubber but will leave the recordings available within Dubber for retrieval and playback.
To confirm deletion of the account, press 'Confirm Delete' as shown in Figure 20.

Figure 15 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.

Figure 16 Dubber People – Delete User Final Confirmation
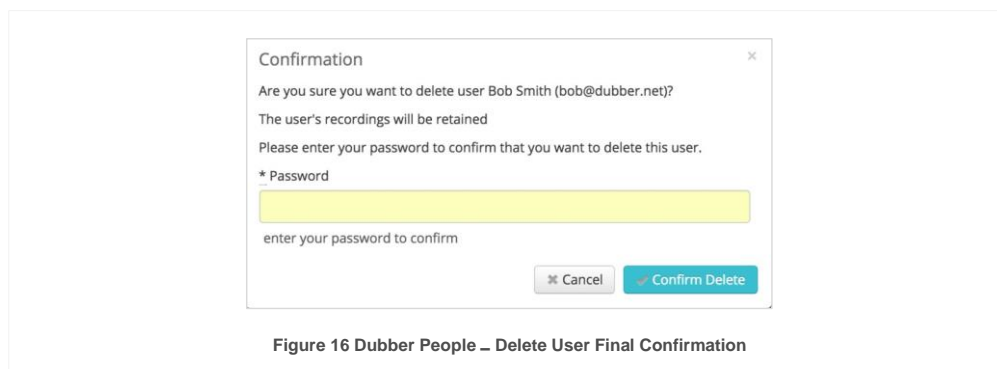
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