



USER GUIDE

# Dubber AI User Guide



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## Document Revision History

Version	Reason for Change
1.0	Introduced document for Dubber AI User Guide
1.1	Update of screenshots with Dubber AI
1.2	Update of features after latest release
1.3	Update for new features and screenshots



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## Introduction

This guide provides information about the Dubber AI features and functions. This includes Transcript, Sentiment, Tone and Notifications are four components of Dubber AI, which are additional bolt-ons to Dubber call recording.

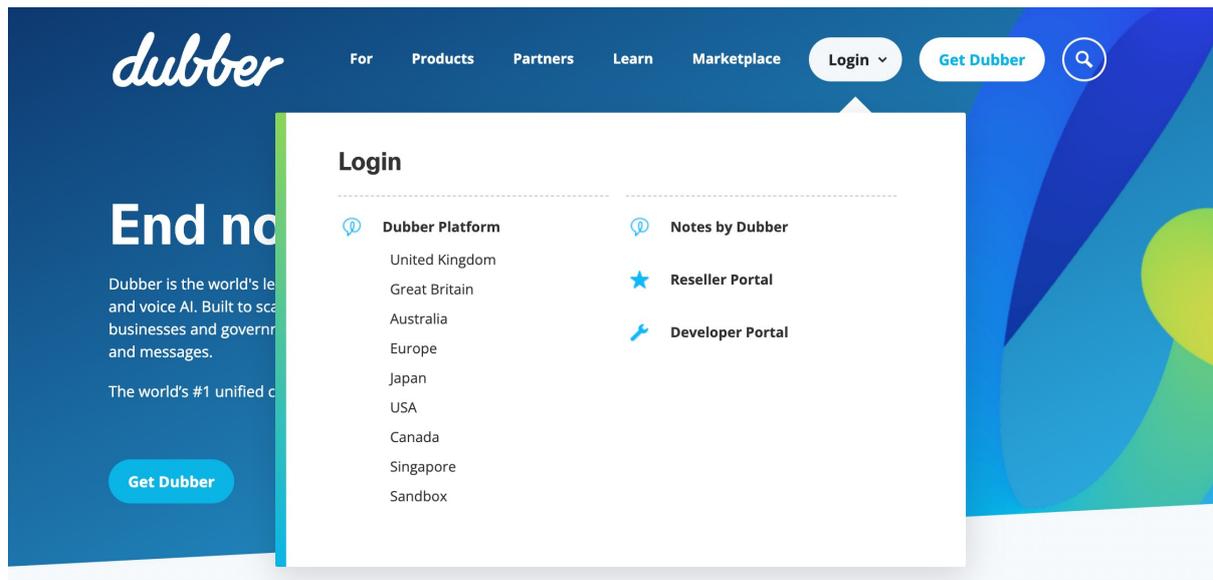
Dubber AI can be activated on a per recording line basis. To activate this feature, contact your Service Provider. As a base, you can have Transcription with Sentiment. On top of Transcription, you can layer tone and notifications.

## Getting Started

Dubber is a “native cloud” application. Access to the platform is as simple as connecting to the Dubber Portal web site from any active internet capable device.

## How to Login to Access Dubber

To access the Dubber Portal, go to the Dubber Home Page at <https://www.dubber.net> and click on the “Login” button. This takes you to the Dubber Login page so you can enter your security credentials.



Frequent users of the Dubber portal may also access the actual Login page directly at <https://dubber.net/login>. We advise you to add this URL to your browser’s bookmarks for ease of access to the Dubber Portal.

## Login Page

Once on the login page, you must enter your username and password to access the Dubber Portal.



The screenshot shows the Dubber User Login page. At the top is the Dubber logo. Below it is a language selector set to "English (Great Britain)". The "User Login" section contains two input fields: "Email" and "Password". Below the "Email" field is a checkbox for "Remember me" and a link for "Forgotten your password?". At the bottom is a dark "Login" button.

## Password Criteria

Dubber applies password policies to users of the Dubber Portal to enforce security in the system.

All passwords should be meet the complexities set out.

Users should choose passwords that are at least eight characters long and contain a combination of upper- and lower-case letters, numbers, and punctuation marks and other special characters.

These requirements are enforced in the Dubber application when setting the password.

In addition to meeting those requirements, users should also use common sense when choosing passwords. Avoid basic combinations that are easy to guess. For instance, choices like “password”, “password1” and “Pa\$\$w0rd” are “weak” from a security perspective.

All passwords must be changed regularly.

If the security of a password is in doubt— for example, if it appears that an unauthorized person has logged into the account — the password must be changed immediately.

## Password Reset

If a user is unable to remember their password or enters an invalid username or password, the system shows a message at the top of the login page: “Invalid Username or Password”.

This screenshot shows the Dubber User Login page with an error message. The "Email" field contains "kate.milns@dubber.net". Below the "Email" field, the message "Invalid username or password." is displayed. The "Password" field is empty. The "Remember me" checkbox is unchecked, and the "Forgotten your password?" link is visible. The "Login" button is at the bottom.



If you are unable to remember your password, click the “Forgotten your password?” link. This takes you to the Dubber Password Retrieval process.

When you click on the “Forgotten your password?” link, it opens a password reset window.

English (Great Britain) ▾

### Forgot Your Password?

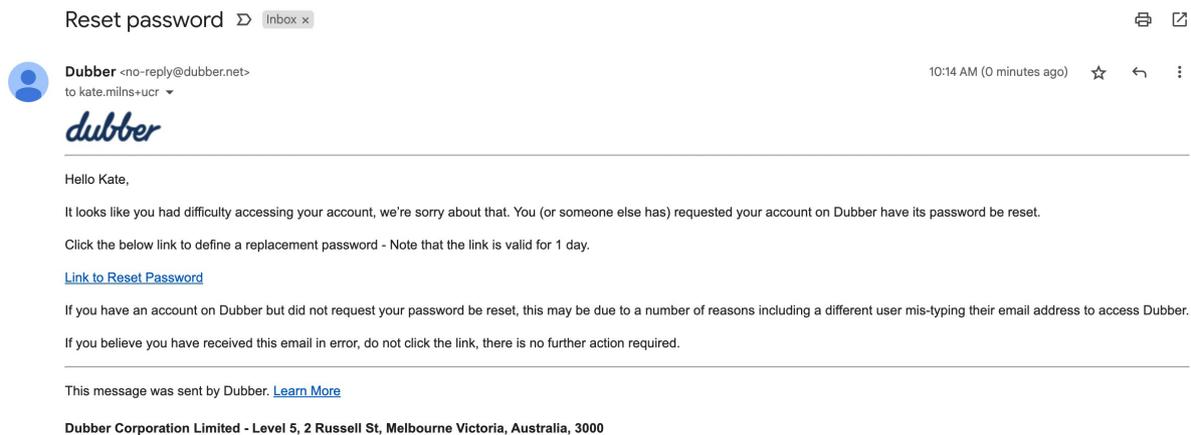
Email Address

[« Back to Login](#)

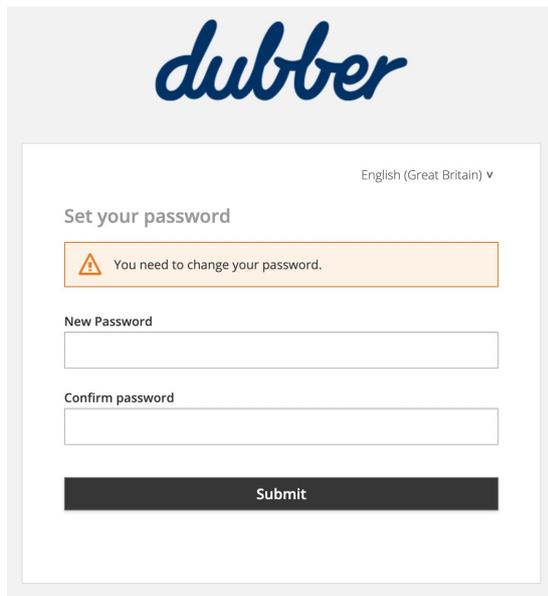
**Submit**

Enter your username or email address and we will send you instructions on how to create a new password.

Enter your registered email address and the Dubber Portal sends you an email with the title “Reset Password”.



When you have received the reset email from Dubber, follow the link. This link takes you to the Change Password page.



Enter a password in the “New Password” field and re-type it exactly in the “Confirm Password” field. Make sure your new password meets the minimum password security restrictions, then click on the “Confirm” button. After you have reset your password successfully, the system takes you directly to the Dubber Portal.

## Transcription

Transcription provides a full transcript of a call to the end user account, when activated as a feature. It allows for the user to be able to see the spoken word.

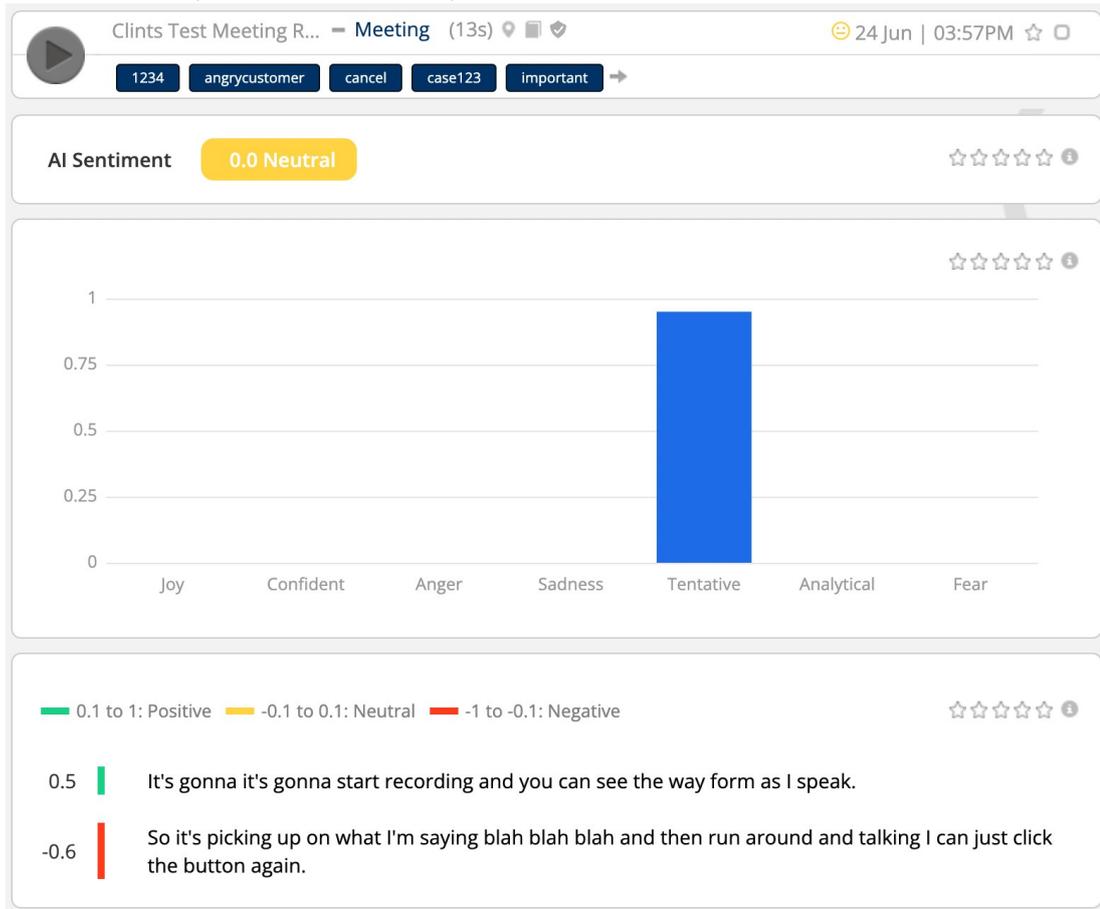
To access the Transcriptions:

- 1 Login as a user and go to the “Recordings” page.
- 2 Find a call recording you want to see the transcript for, and click on the “Transcribed” button next to it that looks like a book. This icon indicates that the call has gone through the Dubber AI Transcription tool.





- 3 The call transcript is a convenient way to see a lot of useful information about a call.



- 4 To play from that point of the call, move your mouse cursor over a word of interest.
- 5 Smart Words are a powerful analytical tool. A smart word is a word which has been noted as having a high level of accuracy and becomes then a searchable element in the platform. You can search against smart words in the call. On the recordings page in the search field, you can search on words as well as user information, call information or tagging. With Dubber AI, the spoken word becomes a searchable item.



This example shows the result of searching for the Smart Word, “Sentiment”.

The screenshot shows the Dubber interface with a search filter set to 'sentiment'. The header displays 'Hello Kate Milns' and the user's last login time. Below the header, there are filter icons and a 'Recordings [1]' dropdown. The main content area lists several recordings with their respective call details and sentiment tags.

Recording ID	Call Duration	Date	Time	Sentiment
Nick Atkin → +61402210744	(3min)	21 Sep 2021	02:30AM	Positive (😊)
Nick Atkin → +14706014302	(3min)	24 Oct 2018	04:01AM	Positive (😊)
Nick Atkin → +61427057776	(6min)	14 Sep 2018	12:19AM	Positive (😊)
Nick Atkin → 07464388778	(44s)	11 Sep 2018	11:32AM	Positive (😊)
Nick Atkin → 5961	(11s)	04 Dec 2017	08:42PM	Positive (😊)
Jamie McDermott → 5972	(16s)	04 Dec 2017	05:51PM	Positive (😊)
Nick Atkin → +12404985966	(10s)	06 Oct 2017	03:52PM	Positive (😊)
Nick Atkin → +12404985966	(18s)	06 Oct 2017	01:33PM	Positive (😊)

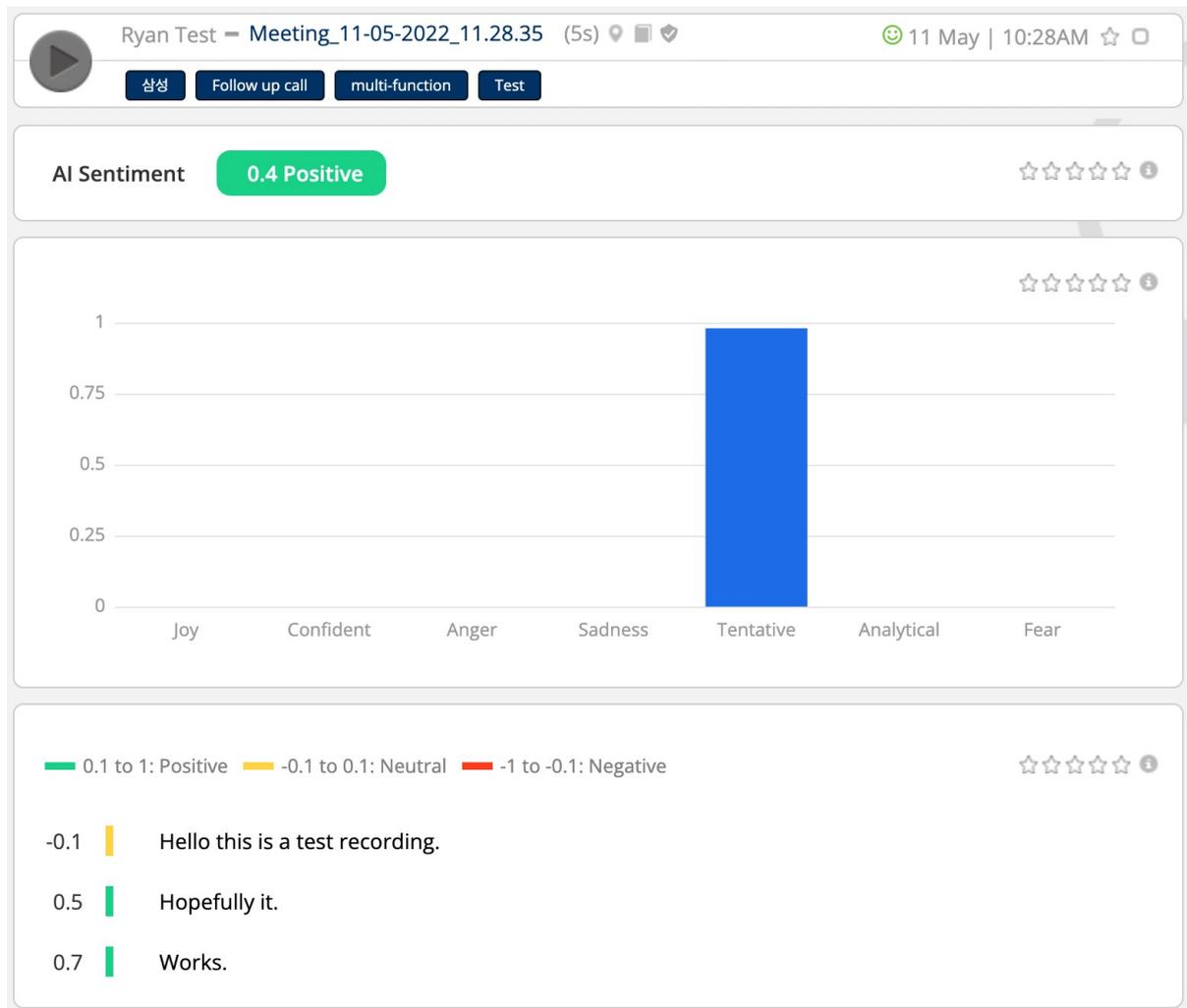
## Sentiment Analysis

When Sentiment is combined with Transcription, on the Dubber recordings page, the Account user is presented with a “face” icon next to the date of the call to denote overall the sentiment of the call, whether positive, negative or neutral. This example shows a call with a positive sentiment:

The screenshot shows a specific recording detail for 'Ryan Test - Meeting\_11-05-2022\_11.28.35'. The recording is 5 seconds long and dated 11 May at 10:28AM. The sentiment is positive (😊). The recording is tagged with '삼성', 'Follow up call', 'multi-function', and 'Test'.

When you click the sentiment icon, Dubber presents the call detail of this specific call:

- For a call, it is marked as an overall sentiment statement, dependent on the overall score.
- For each utterance the section is marked as being either positive, negative or neutral and is noted with the sentiment colour, as well as the sentiment score. Note this is dependent on the AI engine in place.



As with Transcription, if you select a word in the sentiment transcript, the call plays from that location in the call.

### Search for Positive or Negative Sentiment Calls from the Recording Page

When you use the search field on the recordings page, you can enter these search terms to find calls with negative or positive sentiment:

- “sentiment:negative”
- “sentiment:positive”

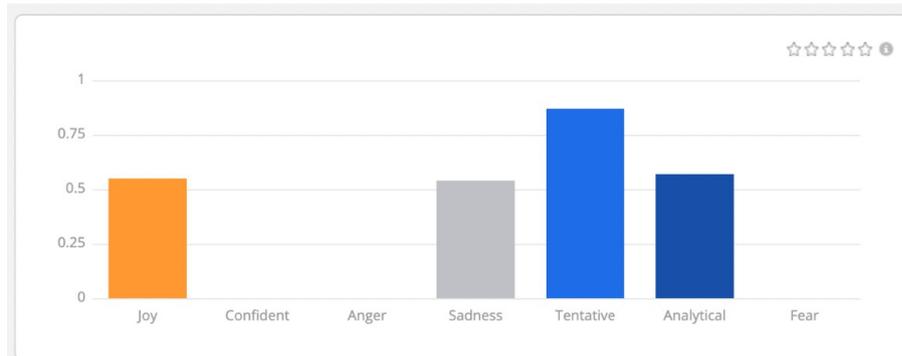


Results for: **sentiment: positive**

Recording ID	Duration	Date	Actions
Ryan Test - Meeting_11-05-2022_11.28.35	5s	11 May   10:28AM	상성, Follow up call, multi-function, Test
TestMobileApp_JF - Meeting Spanish	2min	09 Mar   02:45PM	Customer Dispute, GOODCALLS, multi-function, review later
Nick Atkin -> +14706014302	3min	22 Oct 2018   11:32PM	P1, R1C
Nick Atkin -> +14706014302	1min	22 Oct 2018   07:28PM	mia, Test
Nick Atkin -> +14706014302	41s	12 Sep 2018   03:47PM	

## Tone Analysis

Tone analysis examines the spoken word to determine emotional states throughout a call. Tone analysis is another tool for interpreting a call addition to sentiment. A call can have a variety of tones that change throughout the conversation. Dubber presents the results of tone analysis in these categories: joy, confident, anger, sadness, tentative, analytical, and fear.



## Search for Calls based on Tone

On the “Recording” page you can use the search field to find calls based on their tone category:

- tones:[sadness]
- tones:[joy]
- tones:[confident]
- tones:[anger]
- tones:[tentative]
- tones:[analytical]
- tones:[fear]



This example shows the result of using the tones filter for sadness:

The screenshot shows a search interface for call recordings. At the top, it says "Hello Kate Milns" and "You last logged on at 12:56:32 AM (London time) on 21 Oct 2022". A search filter is set to "tones:[sadness]". Below the search bar, there are several call recording entries, each with a play button, call details, and a list of detected tones. The tones for each call are: 1. "David", "good call", "Good Call", "Kenny". 2. "abusive", "ag test", "ardent good call", "Bobd", "cancel", "cancel account". 3. "1234", "ag test", "agtest2", "Ai", "appointment", "ardent good call". 4. "0306", "bad call", "complaint", "Customer success", "disability". 5. "bad call", "bhp", "Calls", "ccna", "Colorado", "comp", "consultant". 6. "abusive", "cancel", "complaint", "compliment for sales", "credit card".

## Notifications

### Notification Setup

The customise notifications, login as an Account Admin for the account. Go to the settings cog in the right of the screen, then click on the "Account" option. Navigate to the "AI" tab, then click on "Notifications".

The screenshot shows the "My Account" settings page. The "AI" tab is selected. Under the "Configuration" section, the "Notifications" sub-section is active. There is an "Add Notification" button. Below it, there are three notification entries: 1. "\*\*\*Agent Training Script" with a settings gear and a trash icon. 2. "#Baggage Allowance" with a settings gear and a trash icon. 3. "#Baggage Missing/Damaged" with a settings gear and a trash icon. Blue arrows point to the "AI" tab, the "Add Notification" button, and the "Notifications" sub-section.

Click on the "Add Notification" button.



The AI Notifications configuration screen lets you add, edit, or delete a notification.

My Account

General People Teams API AI

Configuration + Add Notification

Notifications

***Agent Training Script		
#Baggage Allowance		
#Baggage Missing/Damaged		
#Boarding Pass		
Cancellation		
#CD_Account Fee		
#CD_Balance Enquiry		
#CD_Balance Transfer		
#CD_Disputed Charge		
#CE_Churn Mention		
#CE_Complaint		
#Class Upgrade		
Competitor Name Mentioned Alert		
*Complaints Monitoring		



Notifications can be triggered by a number of different elements.

There are two mandatory fields: the “Notification Name” and the “Alert Method”. All other fields are optional, but if you provide more information then this creates more focused filter criteria.

My Account > New Notification

General People Teams API AI

**AI Notification**

\* Notification Name

Keywords

Recording Type

Recording Includes  User

Other Participants

Sentiment

Emotion  Joy

Confident

Anger

Sadness

Tentative

Analytical

Fear

\* Action  Add Tag to the matched recordings

Send email

Trigger Resthook

After the notification is created, any calls which meet that notification will alert by the selected method, if via email, these emails can be set to be sent either at the end of the call, and/or as a summary email at the end of the day.

If you are entering have multiple email addresses use a “;” after each address.

After you save your changes, the screen updates and informs you of all notifications configured on your account and when and where they are sent.



## Email Notification

The email contains information on the magnitude of the call, in terms of positive to negative variance, as well as a link to call recordings.

## Delete or Edit an Alert

To delete a notification, select the delete icon.

To edit a previously set up notification, select the cog icon next to the alert you want to edit.

The screenshot shows the 'My Account' configuration page. At the top, there are tabs for 'General', 'People', 'Teams', 'API', and 'AI'. The 'AI' tab is selected. Below the tabs, there is a 'Configuration' section with a '+ Add Notification' button. A 'Notifications' sub-section is active, displaying a list of 14 notification types. Each notification type has a gear icon for editing and a trash icon for deleting.

Notification Type	Edit Icon	Delete Icon
***Agent Training Script	⚙️	🗑️
#Baggage Allowance	⚙️	🗑️
#Baggage Missing/Damaged	⚙️	🗑️
#Boarding Pass	⚙️	🗑️
Cancellation	⚙️	🗑️
#CD_Account Fee	⚙️	🗑️
#CD_Balance Enquiry	⚙️	🗑️
#CD_Balance Transfer	⚙️	🗑️
#CD_Disputed Charge	⚙️	🗑️
#CE_Churn Mention	⚙️	🗑️
#CE_Complaint	⚙️	🗑️
#Class Upgrade	⚙️	🗑️
Competitor Name Mentioned Alert	⚙️	🗑️
*Complaints Monitoring	⚙️	🗑️

## More Information

For more information, contact the Dubber Support Team at [support@dubber.net](mailto:support@dubber.net).



# Need some help?

Browse through our “How to” guides, tutorials, FAQ, and other resources - all designed to help and support teams to end not knowing.

[support.dubber.net](https://support.dubber.net)