

# The future of call recording

Available to everyone on your network

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Recording for every user on your network is now a reality.

The Dubber platform enables service providers to:

- Deploy within days
- Infinitely scale on demand
- Deliver pricing to attract any market

Dubber is a global platform built to record communication from any source, manage and store it while providing unprecedented accessibility for users, enabling instant playback, improved businesses process and a wide range of integrations.

*Dubber Corporation Limited is listed on the Australian Stock Exchange under the code: DUB*



# Dubber – *transforming call recording to the cloud*

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## Platform that's transformative

The Dubber platform has transformed a traditional market to the cloud. Features and functions within the platform enable users to access and self-administer their recording service without the traditional headaches of deployment, management, upgrade and storage of call recordings.

This transformation is possible, because the Dubber global platform is multi-tenant, elastically scalable and completely flexible with unlimited secure storage. Recordings are managed and stored within the end users region, while connectivity and accessibility can be achieved globally through permissions management.

Accessibility of recordings has now taking a huge step forward. The productised Open API and upcoming open source Integrations that will enable Dubber users to incorporate the recorded audio or metadata into any application and enable unlimited business workflow requirements.

## Pricing with flexibility

The platform benefits provide Dubber the ability to deliver pricing models previously unavailable for recording communication to our partners.

Historically, service providers have only supplied on-network call recording for specific client needs, due to limitations in competitive call recording solutions. Today, Dubber eliminates the need for hardware, removes any CAPEX, requires minimal up skilling for service provider teams and

no ongoing maintenance, as it is 100% SaaS.

The advantages are game changing. Previously, the investment in large-scale call recording involved a high level of risk and investment. The Dubber solution allows flexible pricing that can be tailored to suit your client base and accommodate creative on-boarding campaigns.

The pricing model via Dubber completely removes the risk associated with the deployment of call recording and also provides an immediate return on investment.

## Recording connected to your network

On-network call recording opens up the possibility to provide the solution to every network user. The Dubber platform is transforming the way recording users access, use and incorporate recorded audio and metadata into the normal processes.

With Dubber as the recording platform, your users can now access unlimited value and benefit from Dubber's Open API and Integrations with third party apps. This gives your sales channels a great advantage when trying to win new business and ultimately becomes extremely sticky for you and your client.

This end-to-end recording solution and accessibility through existing client applications, entwines you as the service provider into your clients internal business processes.





## High-level features

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### End user features

#### Permissions

User permissions are managed within Dubber via security profiles. These profiles enable complete control over access to both features and recordings.

#### Teams

A structured method of assigning both users and recordings into 'Teams' within an Account. Users are included within a team as a Listener, Contributor or both. This is a completely scalable structure.

#### Analytics

Dubber is continually expanding our range of Analytics and Biometric features. Soon to be release are features to provide users the ability to find recording and create business rules based on the content of a recording.

#### Open API

This provides our users and developers the ability to integrate the content stored within an Account on Dubber to any third party application. The API provides clear documentation and training examples to quickly develop and deliver integrated applications..

#### Integrations

The Dubber ecosystem of integrated applications is rapidly expanding. This provides significant value with the ability to quickly incorporate Dubber through users existing practices.

#### Applications

In additions to the Dubber API, recording and administrative functionality is primarily available the Dubber web application.

### Service provider partnering features

#### Groups & Accounts

Dubber is a multi-tenant platform and delivers functionality key to service providers. This mimics service provider methodology used to manage Channels and user base. Each new service provider is created as a Group, with the ability to have sub-groups. Each group contains Account and Users within those Accounts.

#### Client Administration

Client provisioning and administration can be managed via the API. Additionally, the deployment of Dubber does not rely on the Interaction of the service providers management system to Dubber. Everything possible via the API, can be managed directly within the Dubber web application.

#### Support

Dubber on-boarding enables service providers to manage first level support. The Dubber support desk provides escalated support and continually manages and maintains a knowledge base, available to both service providers and end users.

#### Training

All new partners received sales and product training, plus additional Support training. The knowledge base can also provide training for service provider personal and end users.

#### Billing

Dubber will provide itemised billing feeds to the service provider. These billing feeds can be supplied as daily CDR files or the service via polling from the service providers billing system.