



ADMINISTRATOR GUIDE

Dubber Account Administration Guide



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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 users
1.4	Updated in line with release
1.5	Updated to reflect new features
1.6	Updated to reflect new features and UI enhancements



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Overview

This guide shows you how to use a Dubber Account, which provides a flexible method to manage users and call recordings.

Account

A Dubber Account makes it possible to manage recordings for a single user or for a large organisation. Users are grouped together in an account, and recordings for all users are accessible in a single Account.

User

Users and people are essentially equivalent terms. User roles are “Administrators” and “Standard Users”. These roles define the features and permissions available to users, and are described in more detail below.

Managing users in Dubber usually starts on the “People” page. Recordings are generally 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 in various ways. As a source of recording, a user can record calls from various means 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 through the Dubber web application (available at www.dubber.net) and through the Dubber Open API. The Open API enables a user to seamlessly present Dubber content, such as a new recording notification or playing back a recording in their third party applications easy.

Account Administrators

Account Administrators are users with additional privileges to manage recordings and other user’s in their Dubber Account. Like other users, Administrators can be a source of recordings and access those recordings in Dubber’s applications.

Standard Users

Standard Users are generally sources of recordings and have the ability to listen to their own recordings in Dubbers applications. Standard Users can optionally be added to a Team.

Teams

Teams are flexible structures that are simple to implement and manage. Teams are a convenient way to control who can access recordings in a Dubber Account. Account Administrators configure which users are in Teams. Users in Teams can be a Contributor or a Listener. Contributors can make recordings and listen to their own recordings, but cannot access recordings made by anyone else. Listeners can make recordings, listen to their own recordings, and can also listen to recordings made by Contributors in the Team.



User Types

Dubber provides different functionality by assigning different roles to users. These are administrators and users.

Account Administrators

Account Administrators are advanced users of Dubber that have the ability to manage the system and other users in their own account.

Administrators can perform these tasks in Dubber:

- Listen to recordings for the entire account
- Share Recordings
- Delete Recordings
- Download Recordings
- Tag Recordings
- Create account users
- Modify account users
- Delete account users
- Create teams
- Modify Teams
- Delete Teams

Standard Users

Standard Users can perform these tasks in Dubber:

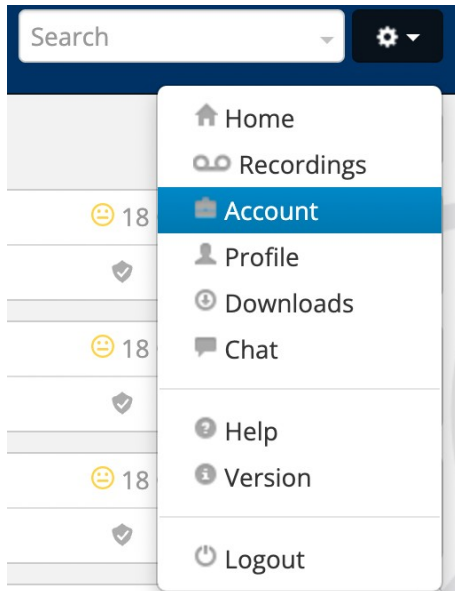
- Listen to their own recordings
- Listen to “Team” recordings if assigned the “Team Listener” profile
- Share Recordings
- Tag Recordings



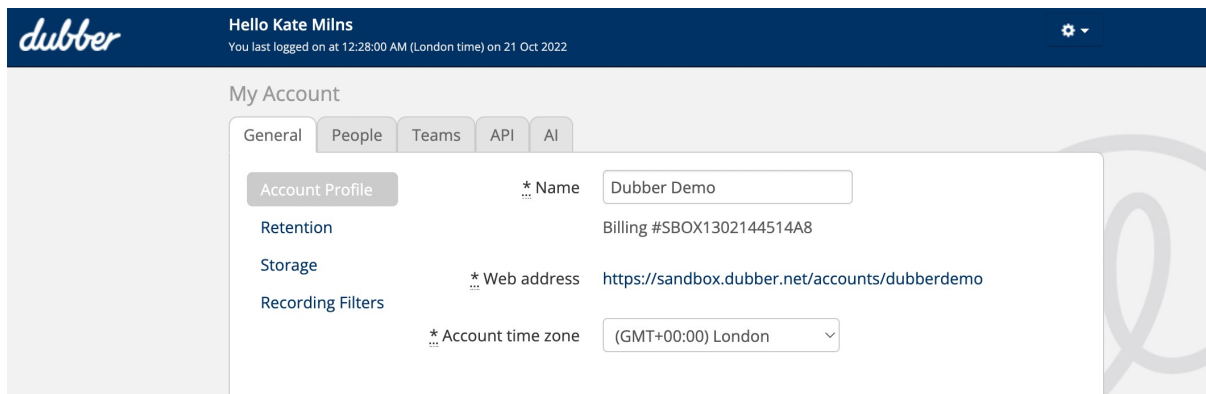
Accounts

Account Administration

Administrators have access to the management console through the Dubber Portal. To access the management functionality, click the settings button in the top left corner of the Dubber window and select “Account”.



The management console gives administrators access to manage users and teams.





User Management

Administrators can carry out basic administration of users such as view users, add a new user, change a user's details, change a user's role, reset a user's password, and delete a user.

View Users

To view users in a Dubber account, go to the "People" tab in the management console.

The screenshot shows the 'My Account' management console with the 'People' tab selected. It features a '+ Add person' button and a table of users with their names, roles, email addresses, and action icons (edit and delete).

Name	Role	Email Address	Actions
Andy 03455672	Standard User		[Edit] [Delete]
Service 215	Standard User		[Edit] [Delete]
EXT 505	Standard User		[Edit] [Delete]
Rajeev A	Administrator	rajeev.agarwal@dxc.com	[Edit] [Delete]
Michael Abenhaim	Administrator	michael.abenhaim@dubber.net	[Edit] [Delete]
Nick Atkin	Administrator	nick.atkin+blu@dubber.net	[Details] [Edit] [Delete]
Nick Atkin	Administrator	nick+demo@dubber.net	[Details] [Edit] [Delete]
Sophie Bailey	Administrator	sophie.bailey@dubber.net	[Details] [Edit] [Delete]

The "People" tab lists all 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 shows the detailed configuration of a user.



My Account > Nick Atkin

General People Teams API AI

Profile Role Administrator

dub.points

Username Change

Password Reset password
Click 'Save Changes' to send user an email with directions to reset password.

* Name

Mobile

* Language

Always use English (Great Britain) Reset
Resetting 'Always use English (Great Britain)' will allow the language prompt to appear if you login from another language

Cancel Save Changes

Add User

Administrators can create new users to Dubber. To add a user, go to the “People” tab and click on “Add Person”.

My Account

General People Teams API AI

+ Add person

Andy 03455672 Standard User

Service 215 Standard User

The “New User” page opens.



My Account > New User

General People Teams API AI

Role

Username

Verify Username

* Name

Mobile

* Language

When you create a new user, a welcome email is sent.
The welcome email includes a verification link, which prompts the user to select a password and log in for the first time.

Enter details about the new user, then then press “Save Changes”.

The new user is sent a confirmation email with a link to login to Dubber and create a password.



Change User Details

To modify a user's details, go to the "People" tab and click on a user, and go to the "Profile" section. Update any of the user's information, and click "Save Changes".

My Account > Nick Atkin

General People Teams API AI

Profile

dub.points

Role Administrator

Username nick.atkin+blu@dubber.r [Change](#)

Password Reset password
Click 'Save Changes' to send user an email with directions to reset password.

* Name Nick Atkin

Mobile

* Language English (Great Britain)

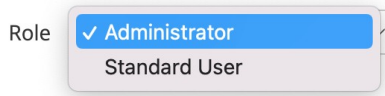
Always use English (Great Britain) [Reset](#)
Resetting 'Always use English (Great Britain)' will allow the language prompt to appear if you login from another language

[Cancel](#) [Save Changes](#)



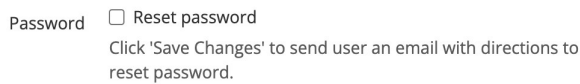
Change User Role

To change a user's role, go to the user's profile information, and select an option in the "Role" menu.

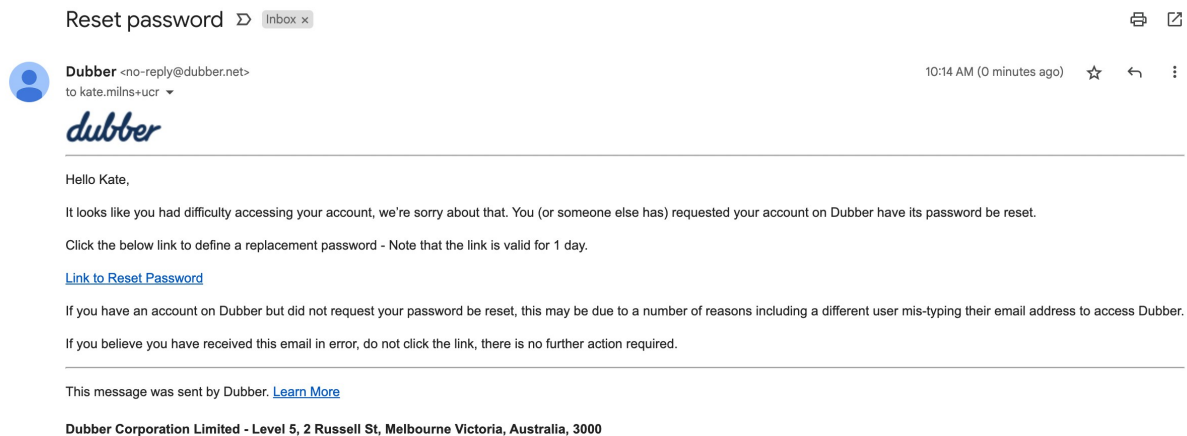


Reset User Password

To reset user's password, go to the user's details page, tick the "Reset password" checkbox, and then click on the "Save Changes" button.



Dubber sends the user email that contains a link to help the user to securely reset their password. The user has 24 hours to reset their password. If the link expires, the administrator needs to repeat the process and send another reset link to the user.

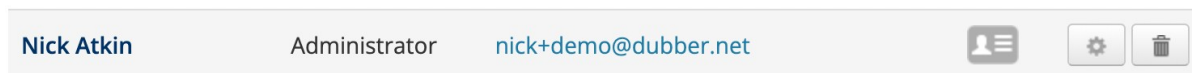


The link takes the user to the password reset page in Dubber.



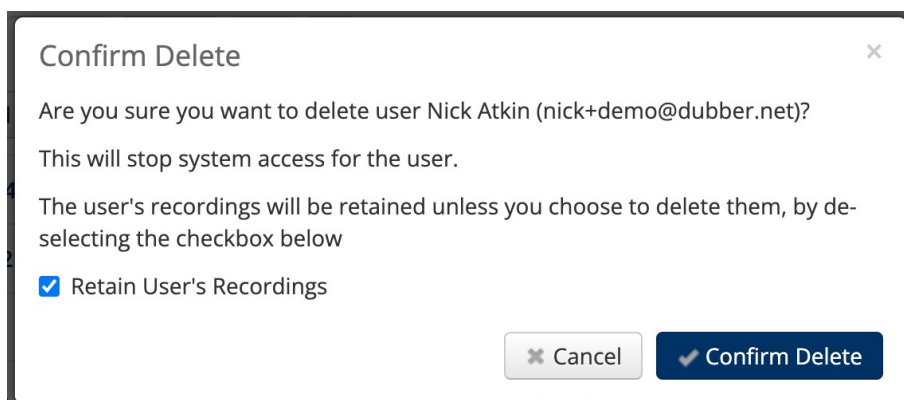
Delete User

Administrators are permitted to delete users from Dubber. To delete the User, go to the “People” tab and click on the “Trash” icon to the right of the user’s email address.



A “Confirm Delete” message appears. You have the option to “Retain User’s Recordings”. This removes the user’s account from Dubber but retains the recordings in Dubber for retrieval and playback. This is useful if the user is part of a team and the team requires ongoing access to the user’s call recordings.

To continue deleting the user’s account, press “Confirm Delete”.



To complete the process, you are required to enter your Administrator password.



Teams

Teams are a useful way to manage how users can access call recordings. Security in Teams is controlled by assigning additional roles to users. Users in teams are assigned the roles of Contributor or Listener.

Contributor

Contributors can make recordings and access recordings they made, but they cannot access recordings made by other users. Recordings made by a Contributor can be replayed by any Listener in the same Team.

Listener

Listeners can create recordings, listen to their own recordings, and also have permission to listen to call recordings made by any Contributor in the same Team.

Add a Team

To create a team, login to your Administrator account and go to the home page of the Dubber Management Console. Click on the settings icon and select the "Account" option. Go to the "Teams" tab.

The screenshot shows the 'My Account' page with the 'Teams' tab selected. At the top, there are navigation tabs: General, People, Teams (active), API, and AI. Below the tabs is a '+ Add Team' button. The main content area displays a list of teams:

Team Name	ID	Description	Settings	Delete
1 Auto Parts Daytona Beach location counter phones	#0517	These are the phones located on the counter that take inbound B to B and B to C calls		
1. Demo Team	#1118			
2 Auto Parts NYC Location counter phones	#4239	These are the phones for the NYC counters that do outbound B to B and B to C calls		
3 Auto Parts outbound sales team for NYC	#4386	These are the phones that outbound B to B sales team		

Click on the "Add Team" button.

The "Add Team" screen appears.



Add Team

* Name

Description

Cancel Save Changes

Specify the name for the new team. You can also add further details in the "Description" box. When you have done this, click "Save Changes". This creates a new team and adds it to the list of teams on the "Teams" tab.

General People Teams Inbound Messages API

* Name Example 1

Team #2968

Description

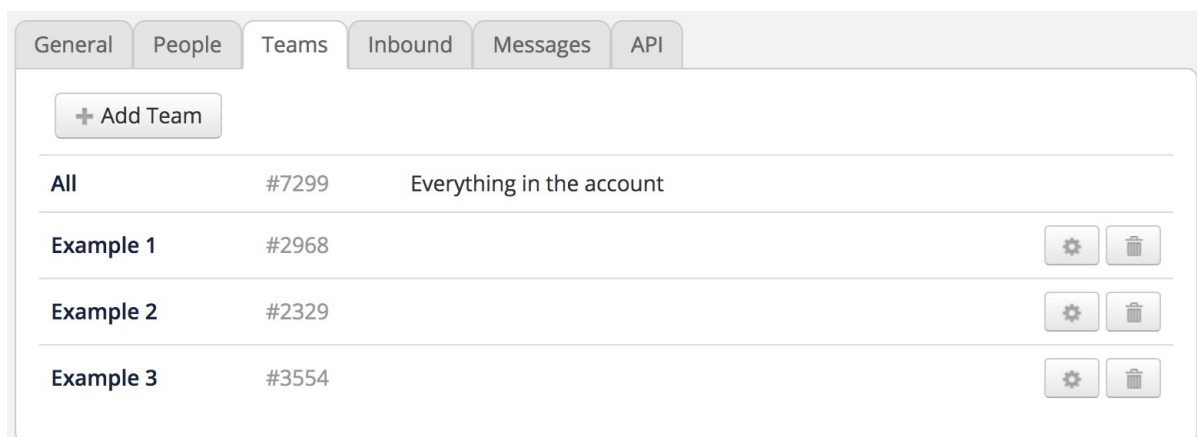
Members + Add

Other dub.points 0/0 dub.points

Delete a Team

You can delete any team in your organisation. Proceed with caution because the only way to bring it back is to re-create the team and add its users again. It is important to note that deleting a team also removes permissions assigned to members of the team you are deleting. This could lead to some users no longer having any access to recordings.

To delete a team, login to your Administrator account and go to the home page. Click on the settings icon and select the "Account" option. Go to the "Teams" tab.

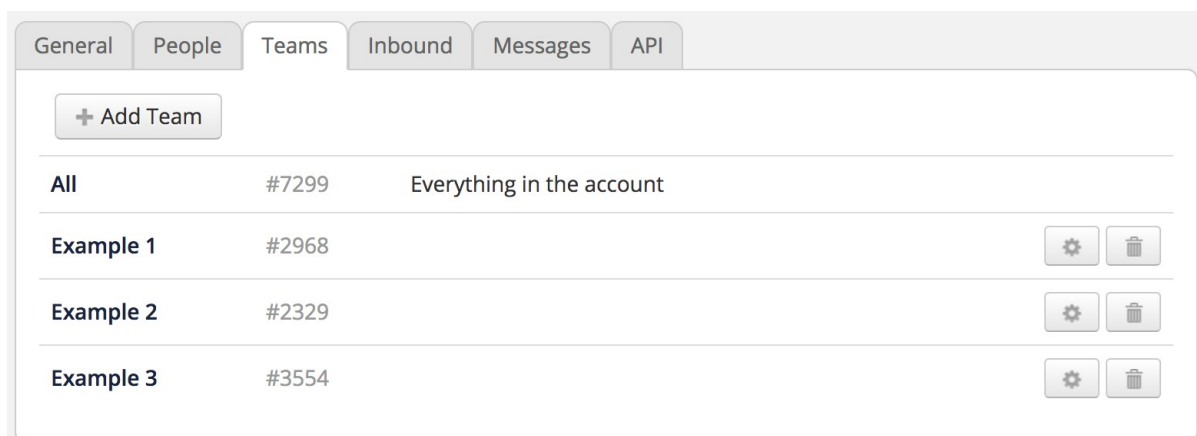


On the right side of the team you want to delete, click on the delete icon . The system prompts you to confirm that you want to delete the team. This deletes the team and removes it from the list of teams on the "Teams" tab.

Add a User to a Team

After you have added users to the platform and created one or more teams, you can add users to a team.

To add a user to a team, login to your Administrator account and go to the home page. Click on the settings icon and select the "Account" option. Go to the "Teams" tab.



Click on the team you want to add a users to, and this shows you information about the team.



General People Teams Inbound Messages API

* Name

Team #2968

Description

Members

Other dub.points 0/0 dub.points

In the "Members" section, click on the "Add" button. This shows the "Add Team Member" screen, which lists all the users who have been created on your account.

Add Team Member ×

Showing users not currently allocated to team - Call Centre

Eric Mauck	eric.mauck@dubber.net
Nick Atkin	nick+demo@dubber.net
Tommy Tourk	tommy.tourk+demo@dubber.net
Lukas Garnys	lukas.garnys@dubber.net
Mariana Oconnell	mariana.oconnell+demo@dubber.net
George Smith	dubberdemo@gmail.com
Kenny Shin	kenny.shin@dubber.net
Tony Ballard	tony.ballard@dubber.net
Clint Wilson	clint.wilson+demo@dubber.net
Keith Lang	keith.lang@dubber.net
Shane Giorgianni	shane.giorgianni+demo@dubber.net

Scroll to view more



Click on the name of a user who you want to add to the team. This shows you information about the user and their team permissions.

Select Permissions for Nick Atkin ×

Permissions

Listener

dub.points

<input type="checkbox"/>	Recorder	DUB AI (Team)	qerbghjjkj
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Select the permissions for the user. You can configure the user to be a Listener, a Contributor or both a Listener and a Contributor.

More Information

For more information, contact the Dubber Support Team at 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