



GROUP ADMINISTRATION GUIDE

Dubber Group Administration Guide



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Version	Reason for Change
1.0	Introduced document for Dubber Group Administration Guide
1.1	Added graphic for web address
1.2	Updated screenshots
1.3	Updated
1.4	Updated screenshots and text



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Overview

This guide shows you how to use the Dubber portal for group, account, and user management.

Group

A Group is the highest level and most important function of the Dubber customers hierarchy. It serves as the container for all sub groups, accounts and users. It also provides configuration information to allow the Dubber infrastructure to ensure recordings are captured and stored in the correct location.

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.

Group Administrators

Group Administrators are trusted system administrators. They can provision and manage groups, accounts, and users in their group hierarchy.

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 easy 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 group administrators, group user's, account administrators and standard users (account users).

Group Administrators

Group Administrators have the highest privileges available within the Dubber portal outside of Dubber Administrators. Due to the heightened access, these users should be reserved primarily for a service providers own internal teams, such as provisioning and support.

Group Administrators can perform these tasks in Dubber on any account under their group structure:

- Create Groups
- Create Accounts
- Create Account administrators and users
- Create Group users
- Delete account users and their recordings
- Delete account administrators and their recordings
- Create dub points
- Delete dub points
- Move unidentified dub points
- Reset account administrator passwords
- Reset account user passwords
- Bulk provision users
- Create teams
- Modify Teams
- Delete Teams
- See recording metadata



Group Users

Group users have a modified subset of Group Admin privileges. These users are designed to be given to Service Provider resellers for provisioning their end users on the platform. They are effectively a group administrator that cannot provision new groups.

Group users have the ability to perform the following tasks within Dubber on any account under their group structure:

- Create Accounts
- Create Account administrators and users
- Create Group users
- Delete account users and their recordings
- Delete account administrators and their recordings
- Create dub points
- Delete dub points
- Move unidentified dub points
- Reset account administrator passwords
- Reset account user passwords
- Bulk provision users
- Create teams
- Modify Teams
- Delete Teams
- See recording metadata

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
- 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 recordings “Team” recordings if assigned the “Team Listener” profile
- Share Recordings
- Delete Recordings
- Tag Recordings



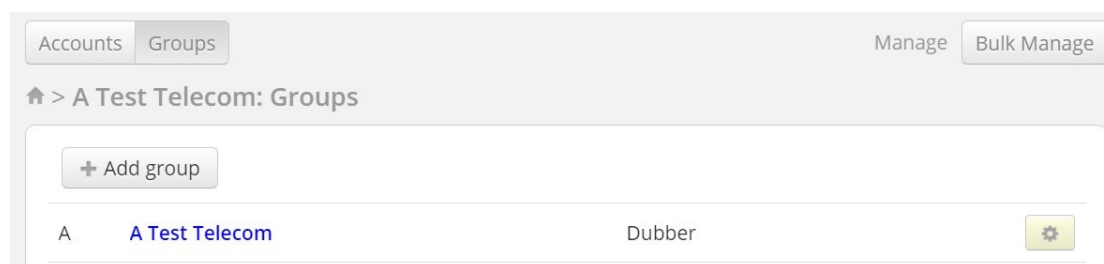
Groups

Under the Dubber hierarchy, groups are a way to segment a service provider's customers. This can be done by Company, Reseller, Dubber enabled platform, and so on. When you login as a Group admin or group user, you are logged in to the top level group that admin or user has access to. You can administer all groups and accounts in that structure according to your permissions.

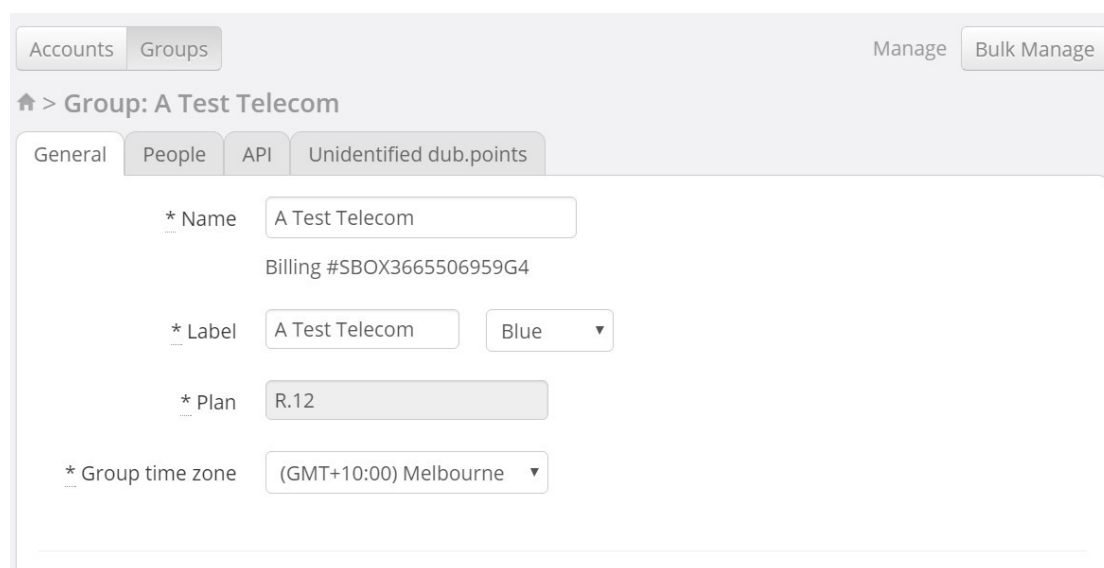
It is important to note that when a group is created, an account is created with the same name under that group. Group admins automatically become account admins of that group, and group users become account users of the group. This is done to make sure a group admin or user can listen to their own recordings if they have a dub point linked to them because Group admins and users cannot listen to the recordings of account admins or standard users for security purposes.

Group Administration

Unlike account administration, where an administrator can only administer their own account, a group administrator can administer many groups and accounts. To navigate to the group administration console, click the "Groups" button and then press the settings cog button next to the appropriate group.



The management console opens to give administrators access to manage the group. As a group administrator, you can change the group name, label, timezone, address, phone number and fax number for the top level group. For sub groups you can also change the group's parent group. For more information, see the "Move a Group" section.



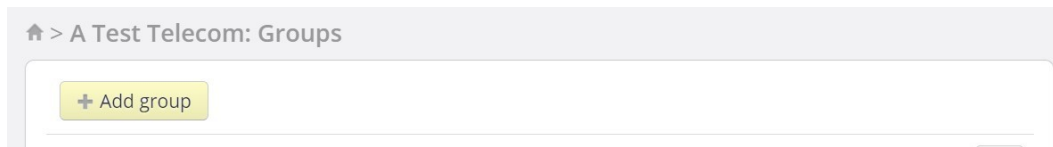


Search for a Group

To find a specific group you can use the Searching for Accounts function to find the account created when the group was created, select it and then select the group button.

Create a Group

To create a group, go to the group you want the new group to be located under and click the “Add group” button.



Then, at the group detail page, enter the name for the group, label for the group, a colour, the groups parent, the timezone for the group, an address, phone number and fax number.

Name – The name of the group. The group name is used to identify the group in billing records, it can be 255 characters long. It must be unique within the Dubber region.

Label – The label value can be the same as the name value except it is limited to 50 characters. This is the value used to identify the group within the portal and API.

Colour – This setting changes the link colour shown in the group list.



Parent – This is used to change the parent group and is used in Moving Groups.

Time Zone – All times shown in the portal is set to this time zone.

Address – This can be used as a reference by the service provider for the group. This information is mandatory, and must be in the correct format. For example, the postcode format should be correct for the country, state, or region. It does not have to be unique.

Phone – This can be used as a reference by the service provider for the group. It is mandatory and validated for correct format. The digits should be in the correct format for the country. It does not have to be unique.

Fax – This can be used as a reference by the service provider for the group. It is not mandatory if the type is set to “Other”, if provided it is validated for correct format. The digits should be in the correct format for country. It does not have to be unique.

Move a Group

A group administrator can move groups for any sub group within their group structure. This is done by going to the group and selecting the “Parent” drop down box.

After selecting a new parent group from the list, press the “Save Changes” button and the group, along with all sub groups, accounts, users and recordings are moved with it.

The screenshot shows the 'Groups' tab in the Dubber administration portal. The breadcrumb path is 'A Test Telecom Label > Group: ENT_XXXXXXX123'. The 'General' tab is selected, showing fields for Name, Label, and Parent. The 'Parent' dropdown menu is open, showing 'A Test Telecom Label' as the selected option.

Delete a Group

Group admins cannot delete groups. If you need a group deleted, raise a support ticket with a Dubber administrator. Send an email to support@dubber.net to request a group deletion. Provide the URL of the group that it is to be deleted, for example, <https://sandbox.dubber.net/groups/test-service-provider>.

Deleting the group also deletes all sub groups, accounts, users and recordings under that group’s structure.

Group API Access

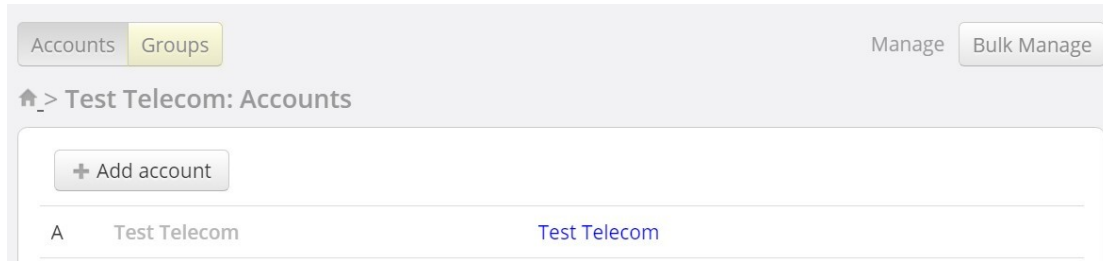
Access to the API for a Group is controlled by the API tab. Group administrators cannot allow or deny API access. This needs to be requested via support by sending an email to support@dubber.net requesting API access and providing the URL for the group, for example: <https://sandbox.dubber.net/groups/test-service-provider>.



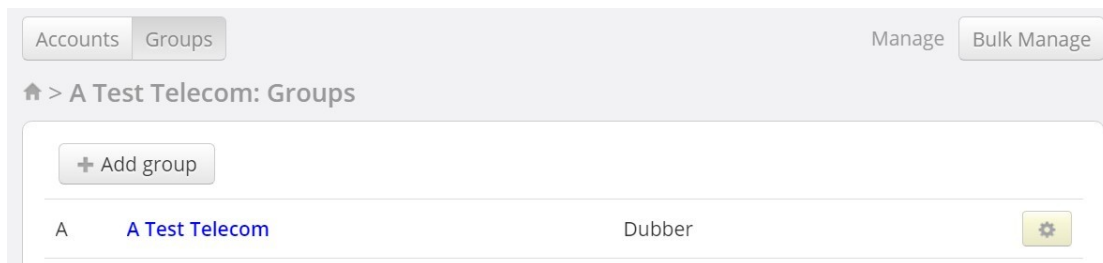
Accounts

Account Administration

Administrators have access to the management console through the Dubber Portal. To access the management functionality, select the Accounts button.

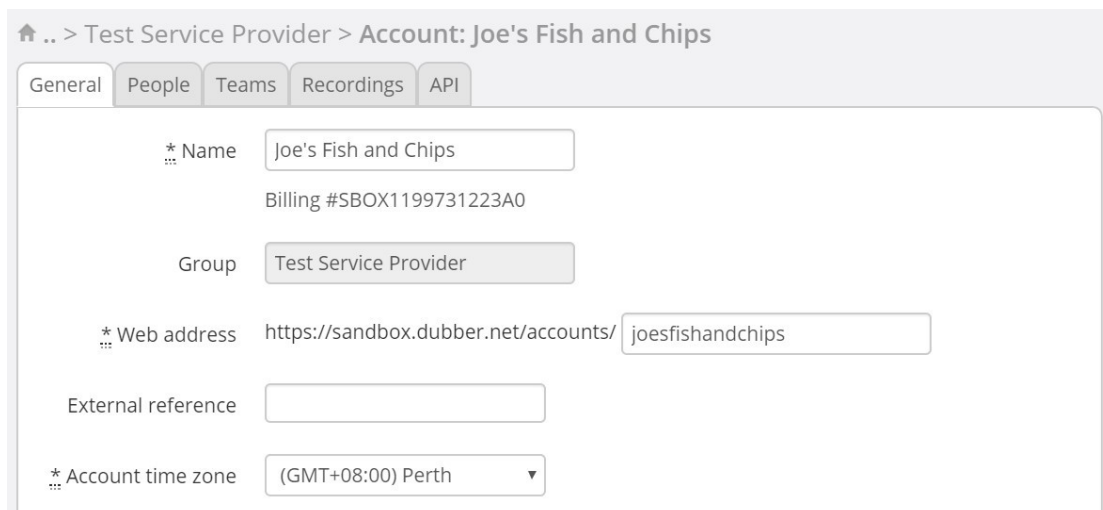


Select the account link, or the cog next to the account link you want to administer.



The management console opens. This gives administrators access to manage the account, including users and teams.

Accounts that were created outside of the default group account creation have a cog. As a group administrator you can change these accounts name, web address, timezone, address, phone number and fax number. For the group accounts this is controlled via configuration of the group itself. For more information, see the “Group Administration” section.

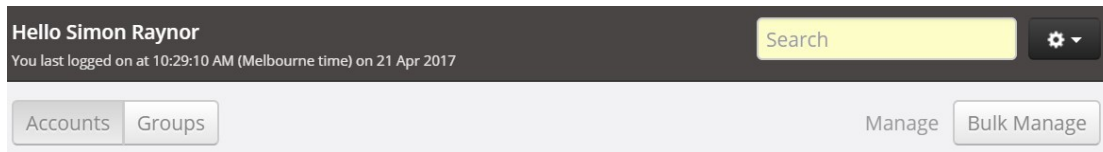


Search for an Account

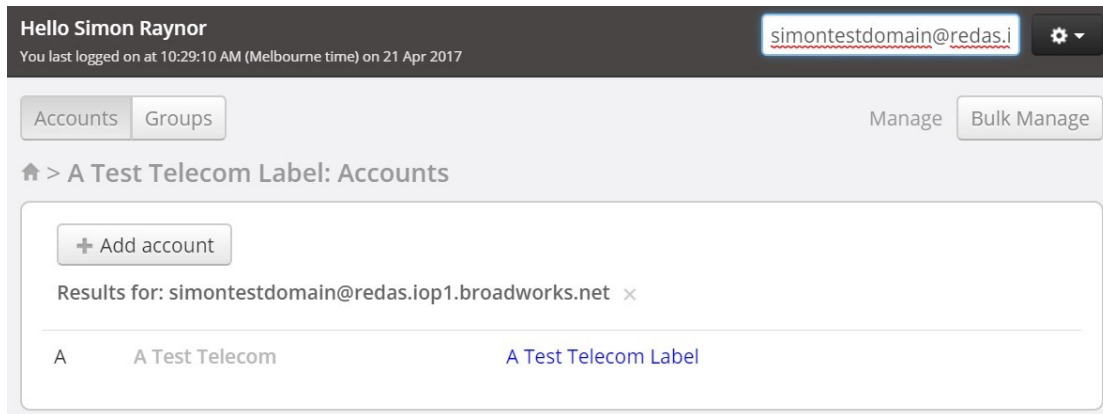
Group admins can use the account search box to quickly find accounts. Press the “Accounts” button. The “Search” field in the top right hand corner lets you search by the account name, account web address, account bill ID, the name (or part of the name) of a user in the account, a user’s Dubber



user name (or part of their user name), or any part of a users dub point information such as the external identifier, external type, external group, or service provider.

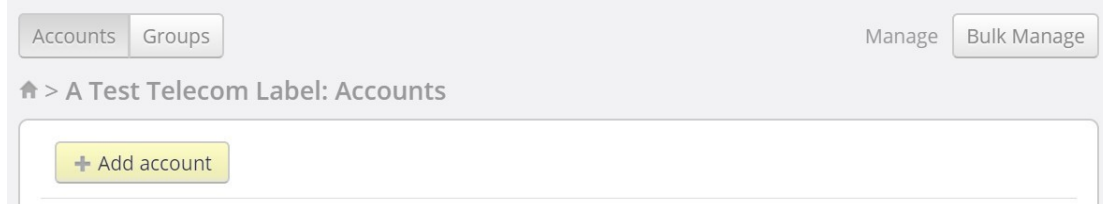


Enter the search term and press the “Enter” key. This screen lists any results found:



Create an Account

To create an account, go to the group you want the new account to be located under and select the “Accounts” button, then the “Add account” button.



The “New account detail” page appears.



General

* Name

Group

* Web address

External reference

* Account time zone

* Address

* Phone

Enable API access

User Details

* Username

* Verify Username

* Name

Mobile

* Language

Then, at the new account detail page, enter the name for the account, web address for the account, external reference, timezone, address and phone number. You also have the option at this step to tick the “Enable API access” checkbox. You are required to enter details for an account administrator including email address, first name, last name, mobile number and language.

Information about the requested information:

Name – The name of the account. This is used to identify the account in billing records and also within the portal, it can be 50 characters long. It must be unique within the Dubber region.

Web Address – This is the value used to identify the group within the API and must be unique within the Dubber region and cannot contain spaces or special characters. This value is limited to 50 characters and does not get converted to lower case.

External Reference – This field is not used and more, and is going to be removed in a future release.

Time Zone – All times shown in the portal for this account are set to this time zone.



Address – This can be used as a reference by the service provider for the account. It is mandatory and validated for correct format. The postcode should use the correct format for the country, state, or region. It does not have to be unique.

Phone – This can be used as a reference by the service provider for the account. It is mandatory and validated for correct format (eg digits are in the correct format for country). It does not have to be unique.

Enable API Access – To enable the account for API access, tick this checkbox. This shows a logged in account administrator an AuthID and Auth Token that can be used for API access to the account and recordings. If this option is not ticked, the information can be added or updated later. For more information, see the “Account API Access” section.

Username – This is the username the administrator needs to login to the portal. It should be a valid email address for the administrator as an account confirmation email gets sent to this address when the “Save Changes” button is pressed.

Name – This is the first and last name of the administrator. It is mandatory however it can be any value and does not need to be unique.

Mobile – This can be used as a reference by the service provider for the account. It is not mandatory however if provided it is validated for correct format (eg digits are in the correct format for country). It does not have to be unique.

Language – This is the language that text within the portal uses when this administrator is logged in.

After you have provided all the information, press the “Save Changes” button.

Move an Account

Group admins cannot move accounts. If you need an account moved, raise a support ticket with a Dubber administrator. Send an email to support@dubber.net to request an account move. Provide the URL of the account, such as <https://sandbox.dubber.net/accounts/joesfishandchips>. Provide the URL of the group that it is to be moved to, for example, <https://sandbox.dubber.net/groups/test-service-provider>.

Note that group accounts cannot be moved.

Delete an Account

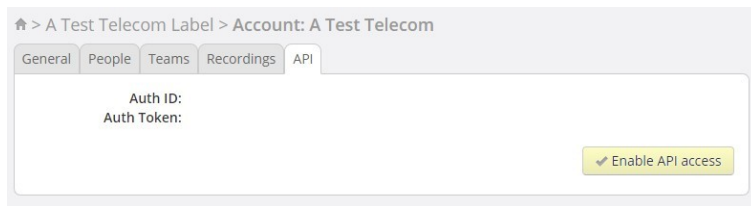
Group admins cannot delete accounts. If you need an account deleted, raise a support ticket with a Dubber administrator. Send an email to support@dubber.net to request an account deletion. Provide the URL of the account, such as <https://sandbox.dubber.net/accounts/joesfishandchips>.

Note that group accounts cannot be deleted without deleting the group. Deleting the group also deletes all sub groups, accounts, users and recordings under that group’s structure. For more information see “Delete a Group”.

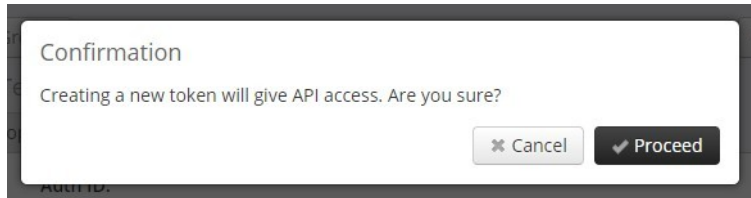
Account API Access

Access to the API for an account is controlled by the API tab. As a group administrator you can choose to either allow or deny access.

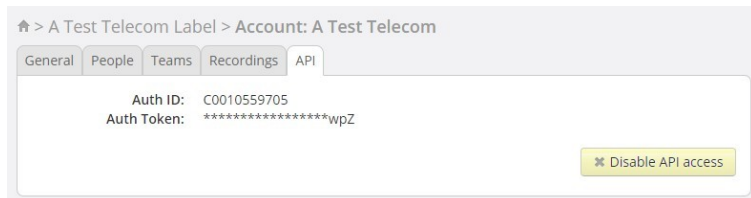
To enable access, go to the account, select the API tab and press the “Enable API access” button.



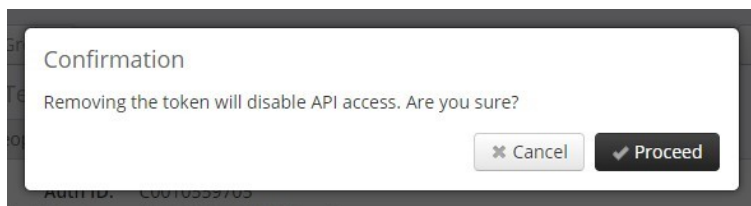
Then press “Proceed” when presented with the Enable API access confirmation.



To disable API access, go to the account, select the “API” tab, and press the “Disable API access” button.



Press “Proceed” when presented with the Disable API access confirmation.





Users

Administrators are able to carry out basic administration of users within their group structure. 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.

My Account > Nick Atkin

General People Teams API AI

Profile

dub.points

Role Administrator

Username nick.atkin+blu@dubber.r

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

* Name Nick Atkin

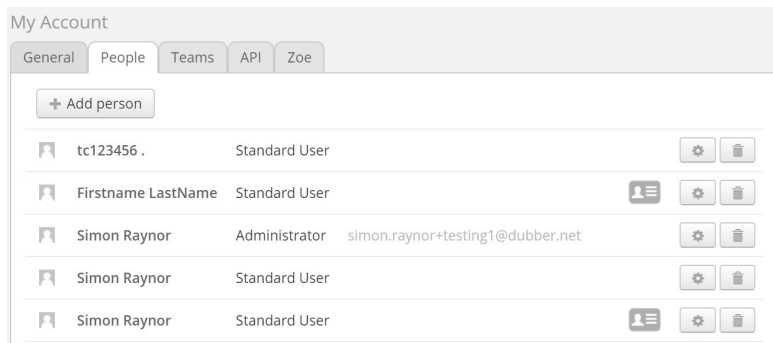
Mobile

* Language English (Great Britain)

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

View Users

Administrators can view users in an account by selecting the "People" tab within the management console.



The “People” tab displays the users associated to the 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.



My Account > Nick Atkin

General People Teams API AI

Profile

dub.points

Role Administrator

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

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 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.

Role

- Standard User
- Administrator
- Standard User

Reset User Password

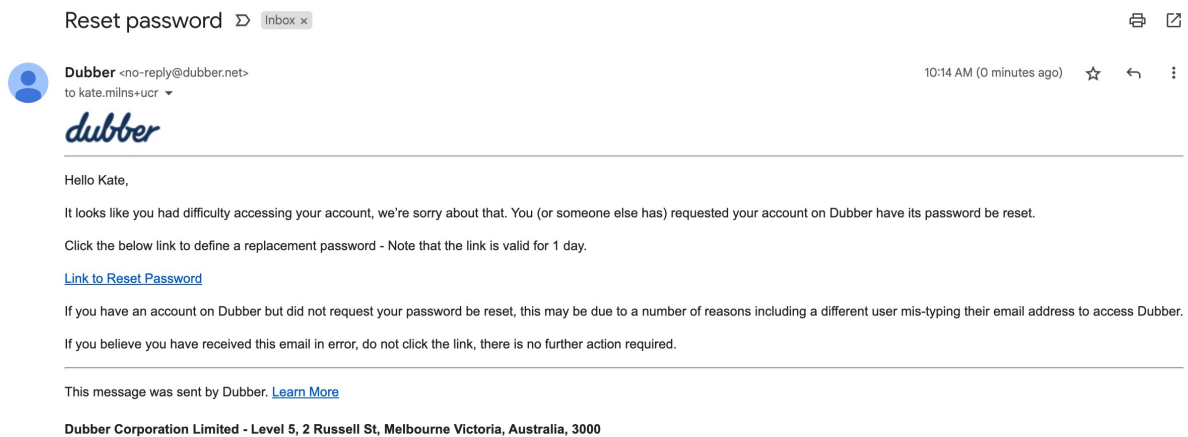
Administrators can reset a user's password on the user's details page.

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



Email User Password

Send email with link to the Dubber password reset page, this link allows the user to securely reset their password by following a secure link sent to their register email address.

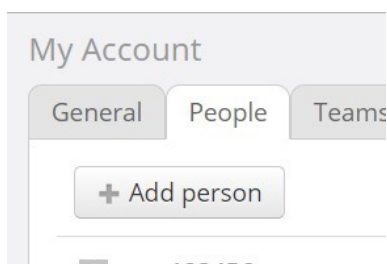


The User follows the link to reset their password within Dubber.

The screenshot shows the Dubber password reset interface. At the top is the "dubber" logo. Below it, the language is set to "English (Great Britain)". The main heading is "Set your password". There is a warning message: "You need to change your password." Below this are two input fields: "New Password" and "Confirm password". At the bottom is a "Submit" button.

Add a New User

Administrators can create new users to Dubber. While in the "People" tab, Administrators have the option to Add Person.





The “New User” dialogue page opens.

To create a new user, populate the new users details and then press “Save Changes”.

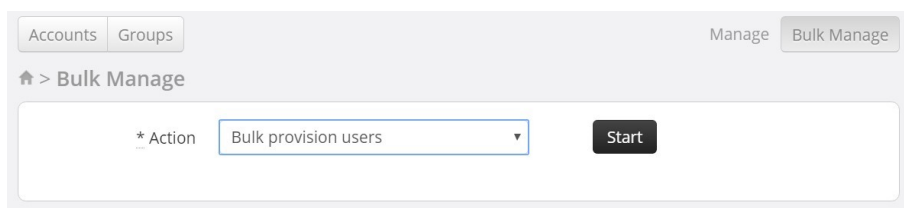
The new user is send a confirmation email with a link to log into Dubber and create a password.

Bulk Provision Users

In addition to adding users individually it is possible for Group administrators to add users in Bulk by using the “Bulk Manage” functionality.

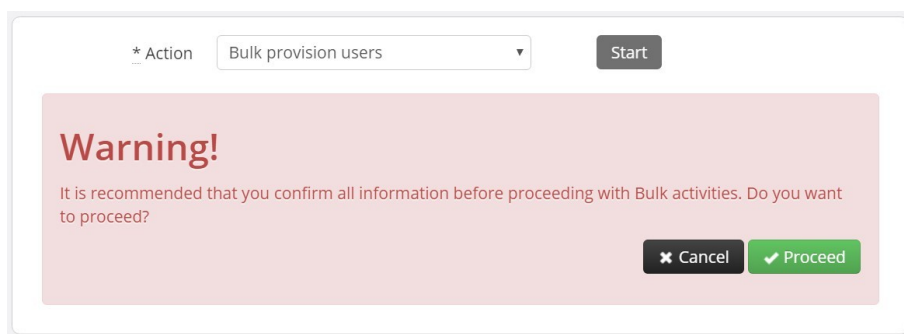
To do this, go to the required group and press the “Bulk Manage” button

On the “Bulk Manage” screen, open the “Action” menu, and select “Bulk provision users”.



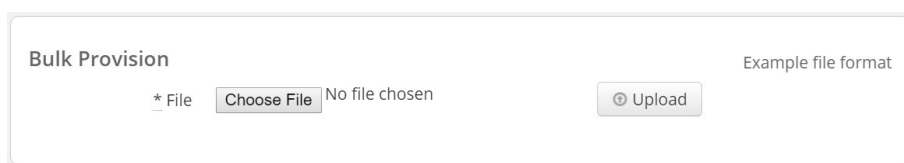
Click on the “Start” button.

The warning on the “Bulk Provision Users” asks you for confirmation.



Click the “Proceed” button.

The Choose file and upload screen appears.



Click the “Choose file” button to select a CSV file from your computer. After you have selected a file, click on the “Upload” button.

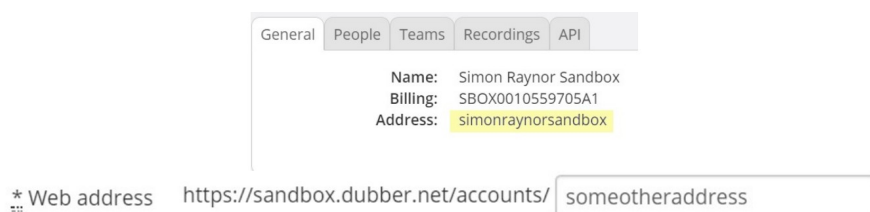
You can download the template (pre-filled with some example values) from the “Example file format” link. It is important to note that some editors can change the format of the file which can cause the file to fail on uploading. The file contents must remain as a UTF-8 CSV file.

If using a windows operating system computer you must also change the file extension to .txt

In the bulk provision CSV file, all fields except email require a valid value. The values for “Account”, “External Type”, “Product” and “Language” all need to be lower case.

More information about each field:

Account – This is the Address value of the account you want to provision users on. This value can be found on the General tab of the required account.





FirstName – This is the first name you want for the user. It is mandatory however it can be any value.

LastName – This is the last name you want for the user. It is mandatory however it can be any value.

EmailAddress – This is the value used for a users Dubber username. It is not mandatory, but if it is not provided then the user is unable to login to the portal to retrieve their recordings. This value can be added in the portal later by a Group or Account administrator for a user. If this value is entered, it must be a valid email address and it must be unique for all Dubber users. All emails from Dubber are sent to this address, including initial user confirmation link and password reset link.

ExternalIdentifier – The value identifies the dub point of the user, such as their Broadworks user ID.

ExternalType – This identifies the type of dub point for the user, for example, Broadworks.

ServiceProviderId – This identifies the Service Provider or Enterprise for the user, such as their Broadworks service provider ID or enterprise ID.

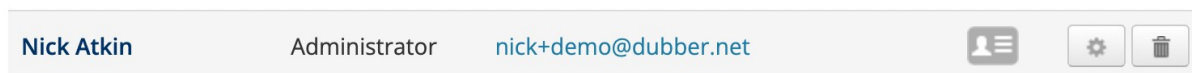
ExternalGroup – The dub point grouping for the user, such as their Broadworks group ID.

Product – The type of product for the dub point. Values should be chosen from the products available to your group. For more information, see your account manager. All values are lowercase with no spaces.

Language – The two-character language code for the language required for the user in the portal, for example, “en” for English.

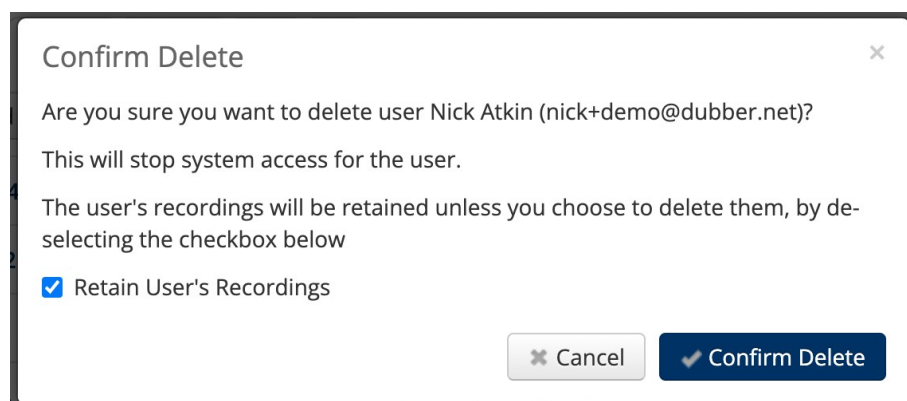
Delete a User

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



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”.

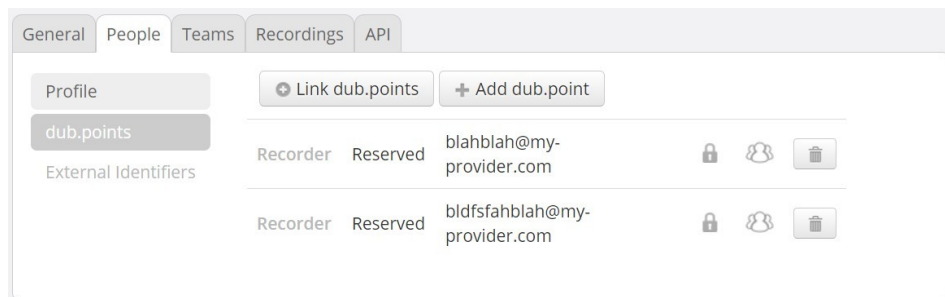


To complete the process, you are required to enter your Administrator password.



Dub Points

Dub points allow Dubber to link recordings from a recorder or from the API to a user. This example shows the “Dub. points” screen:



Add a Dub Point

A group administrator can add a dub point by going to the user’s dub point page and pressing the “Add dub.point” button. The “New dub.point” window appears.

Select a product type in the “Product” menu and external type in the “External Type” menu. Specify the “Service Provider”, “External Group”, and “External Identifier” relevant to your soft switch platform.

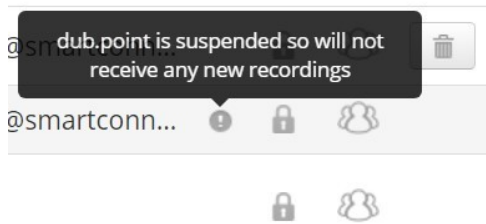
It is important to note that details of a dub point cannot be changed after the dub point has been created, and the values must match the data received from SIPRec including any spaces.

Delete a Dub Point

If a dub point has ever had recordings associated to it then, when deleted, the dub point gets suspended. This is to ensure there is a record that it existed and to ensure that any recordings associated to the dub point can be maintained and listed to.

The recordings stay available to anyone who has access to the recordings, such as account administrators or team members with listener privileges, until the recordings are deleted.

Suspended Dub points do not have any new recordings associated with them.

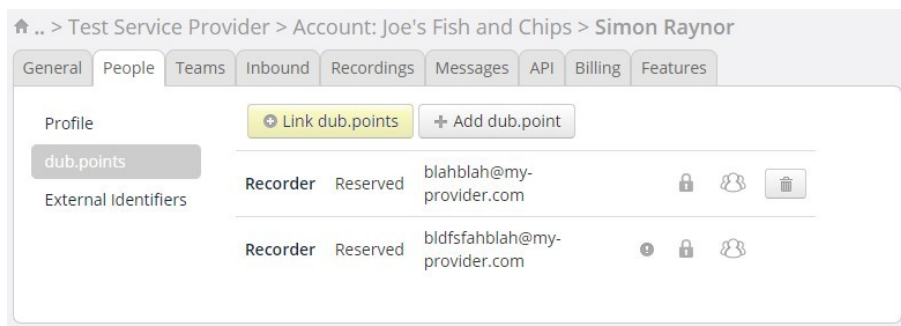


After suspension, a new dub point can then be created with the same details or different details, such as a different Product, on the same user or a different user. Any further recordings that match this dub point's details are then associated with this dub point until it is deleted.

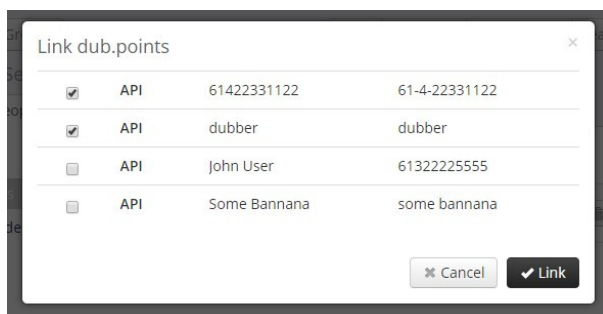
Link Dub Points

If a recording is added to an account through the API, this creates a dub point automatically. By default, this dub point is not linked to any particular user, and therefore recordings can only be listened to by an account administrator or by a listener in a team that has been provider access.

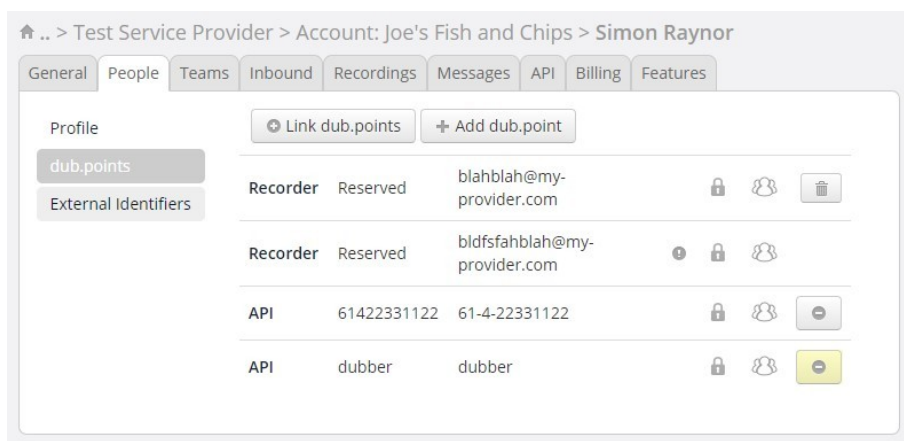
Administrators can link Dub points to a specified user. Click the “Link dub.points” button.



On the “Link dub.points” screen, select the checkbox next to the required dub.point, and then press the “Link” button.



To unlink a dub point, click the “Unlink dub.points” button on the right side of the row of dub point information.



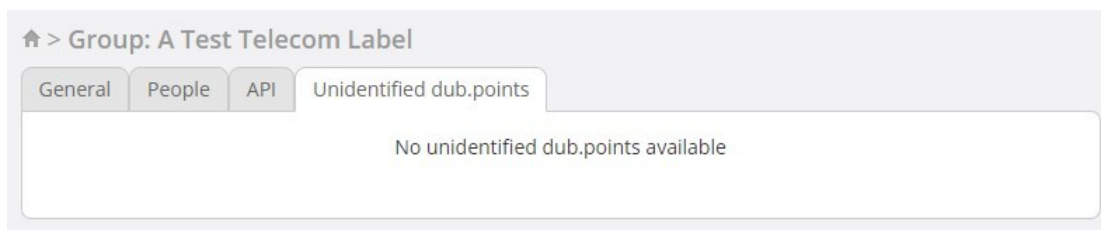
It is important to note that you cannot unlink a Recorder dub point, you can only delete it. For more information, see the “Deleting a Dub Point” section.

Unidentified Dub Points

An unidentified dub point is created when Dubber receives recordings that cannot be attributed to an existing dub point. This might be due to it not having been created or because it was deleted.

Unidentified dub points are created on the Group where the Dubber recording loader is associated. For customers with a private direct connect this is the top level group that a Group admin has access to. If the recording that triggers the unidentified dub point is received on a shared Internet recorder then the Group administrator does not have access to the unidentified dub points tab for that recording loader. In this case, you need to log a ticket and specify the details of the unidentified dub point and the linked user.

Dubber can add a service provider lookup to a specific group if requested. This creates any unidentified dub points that match that Service Provider value to that group so it can be managed by the Group administrator. Unidentified dub points are placed on the “Unidentified dub.points” tab on a Group.



If you find any unidentified dub points, click on the “Move dub.point” button.

Metaswitch	EPB-CFS	C10182157 Polycom VVX Test	14235513169	8 Recordings	
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The “Move dub.point” window appears.



Move dub.point

Please select user and product to move dub.point to

User

Product

Please select... ▾

Please select...

PAYG

Playback

Reserved

Enter the name of the user you want to associate the dub point with, and select a product type for the dub point in the “Product” menu, and then click on the “OK” button.

Teams

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

Within Dubber “Standard Users” can playback only their own recordings, but by using the teams structure, we are able to add additional security to allow users to see others recordings. Security in teams is controlled by assigning additional roles to users. Inside teams, users are assigned the roles of “Contributor” and “Listener”.

Contributor

A Dubber 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” in the team.

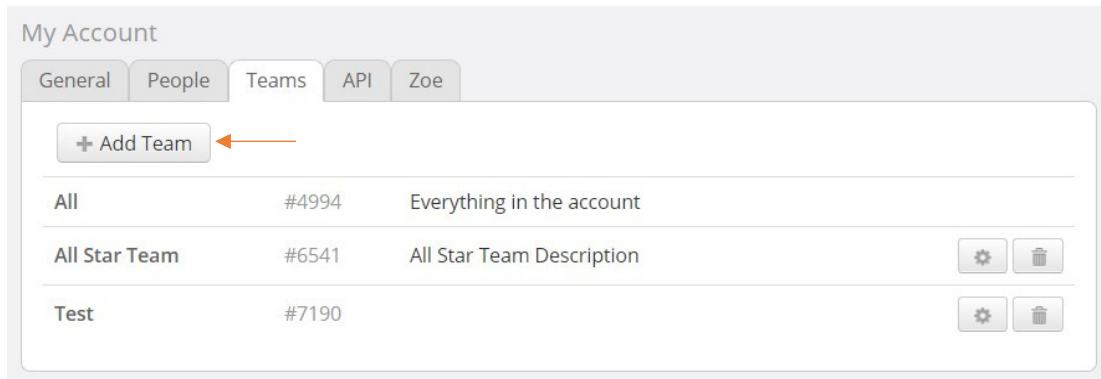
Listener

A Dubber Team Listener is a user that is a member of a team. As a member of the Team, they have the ability to listen to any recording made by “Contributors” of the team. This allows Standard Users to listen to other user’s recordings within their team.

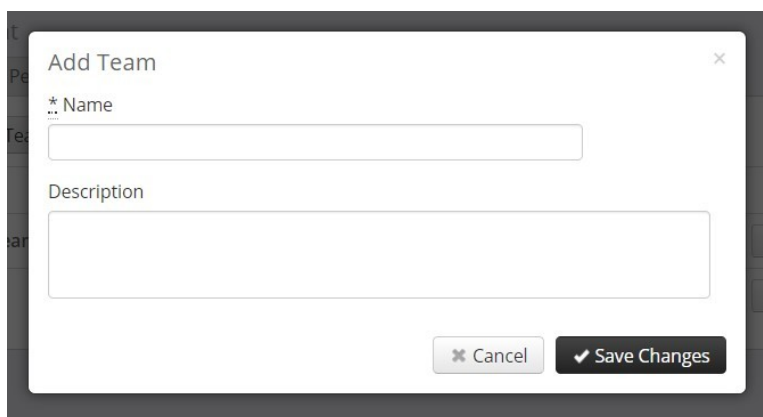
Add a New Team

Within the Dubber Management Console, select the “Teams” tab to display the teams in your account.

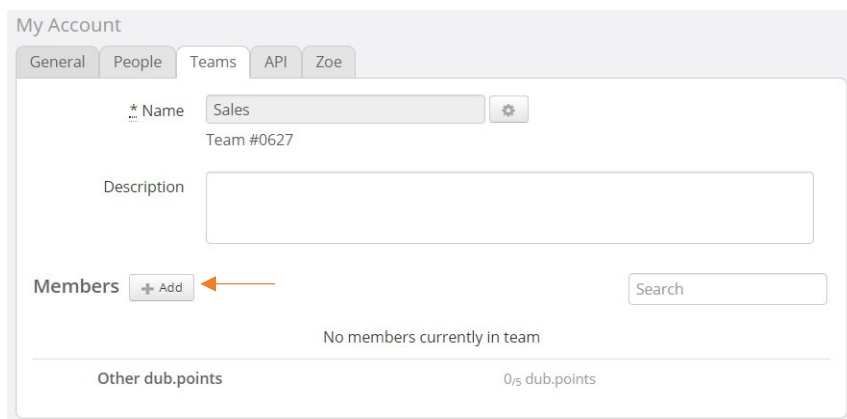
To create a new team, click on the “Add Team” button.



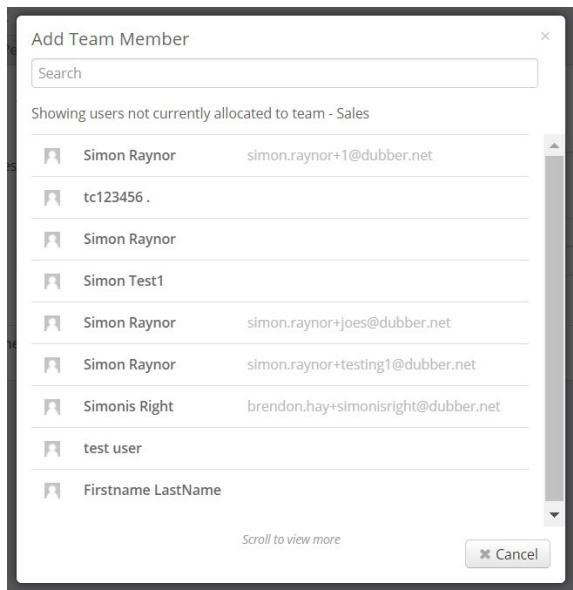
The “Add Team” window appears.



In the “Add Team”, add a new team name and a description, and then click “Save Changes”. This creates the new Team and opens the “Teams” configuration tab.

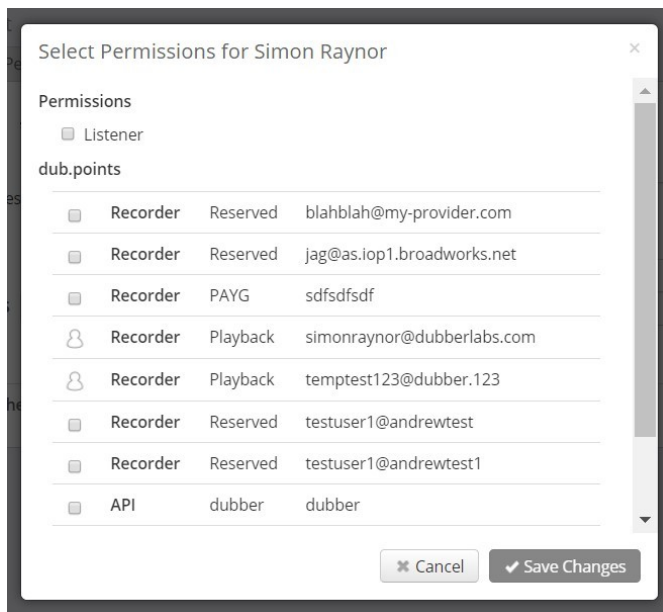


After you have created a Team, you need to add users to the Team. Click on the “Add” button. This opens the “Add Team Member” window, which shows a list of users that you can add to the team.



Click on the name of a user that you want to add to the team.

The “Select Permissions” window opens for this user.



Select the permissions for the user. You may select 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.