



dubber

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



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1 | 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 web application (available at www.dubber.net) and via 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 within their third party applications easy.

Administrators

Admins are Users with additional privileges to manage recordings and other User's within their Dubber 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 a Dubber Account. Account Admins control the structure of Teams and Users can either be a Contributor, Listen or both with a Team. If a User is a Contributor to a Team, their recordings are accessible for playback by Listeners of the Team.



2 | 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 have the ability to manage the system and other users within their own account.

Administrators have the ability to perform the following tasks within 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 have the ability to 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



3 | Access 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' as shown below in Figure 1.

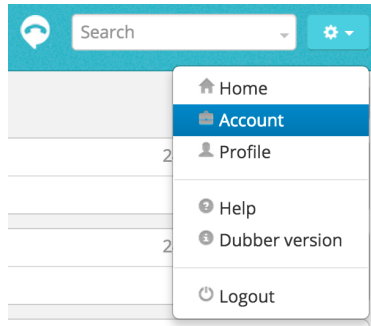


Figure 1 Dubber Accessing Management Console

The management console will open giving administrators access to manage users and teams.

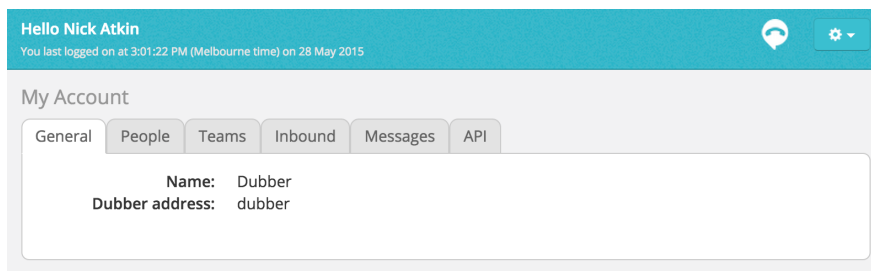


Figure 2 Dubber Management Console



4 | Viewing Users

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

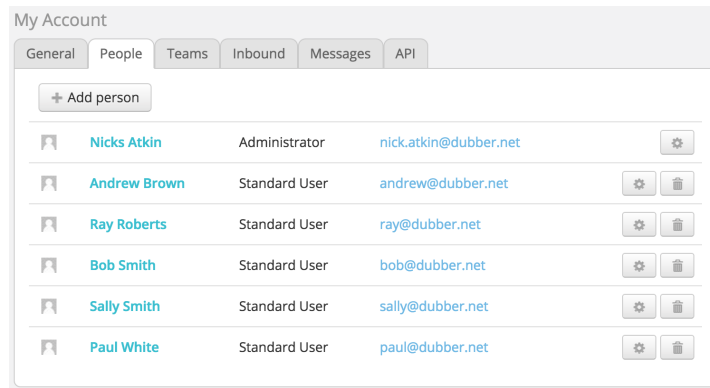


Figure 3 Dubber People – User View

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.

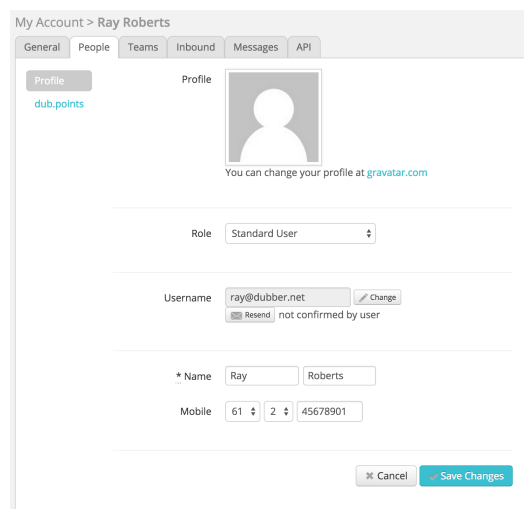


Figure 4 Dubber People – User Detail



5 | Adding Users

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

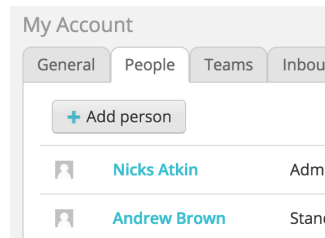


Figure 5 Dubber People – Add Person

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.



6 | 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' 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 others recordings. The security within 'Teams' is controlled by assigning additional roles to users. Within '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' within 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.

Creating Teams

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

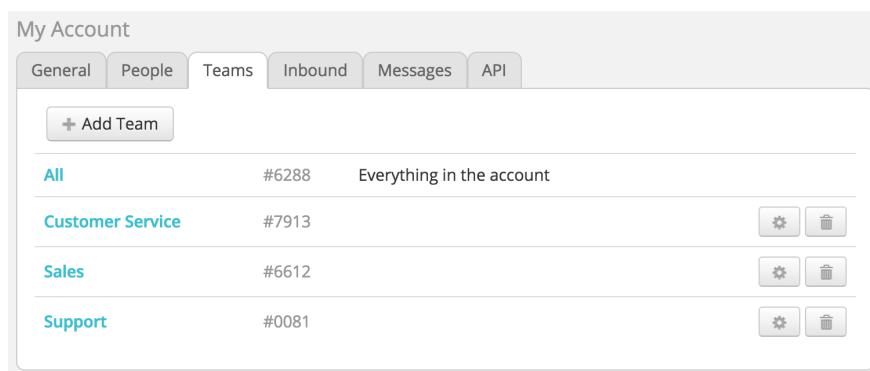


Figure 7 Dubber Teams – Add New Team



In order 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.



Add Team Member ✕

	Andrew Brown	andrew@dubber.net
	Ray Roberts	ray@dubber.net
	Paul White	paul@dubber.net
	Sally Smith	sally@dubber.net
	Bob Smith	bob@dubber.net

✕ Cancel

Figure 10 Dubber 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

<input type="checkbox"/>	User	Bob Smith	bob@dubber.net
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✕ 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 a Listener and a Contributor.



7 | User Management

Administrators are able to carry out 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

In order to modify a user's details, select a user from the 'People' tab and open the Users details as shown in Figure 12.

The screenshot shows the user management interface for a user named Nick Atkin. The breadcrumb trail is "Dubber > Account: Dubber > Nick Atkin". The interface has several tabs: "General", "People", "Teams", "Inbound", "Recordings", "Messages", "API", "Billing", and "Features". The "People" tab is selected. On the left, there is a "Profile" section with a link to "dub.points". The main content area shows the user's profile picture (a placeholder), a link to "gravatar.com", and a "Role" dropdown menu set to "Administrator". Below this is the "Username" field, which is "nick.atkin@dubber.net" with a "Change" button. The "Password" section has a "Reset password" checkbox and a "Set temporary password" button. The "Name" field is split into "Nick" and "Atkin". The "Mobile" field is split into "61", "4", and "47516234". At the bottom right, there are "Cancel" and "Save Changes" buttons.



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.

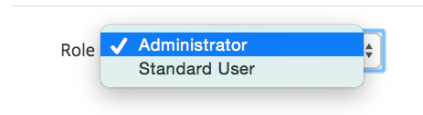


Figure 13 Dubber People – User Role

Reset Password

Administrators are also able to change User's passwords within Dubber. On the User's details page, there are two options for resetting a User's password, see Figure 14.

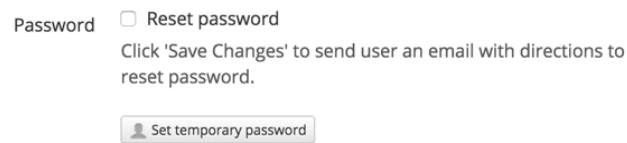


Figure 14 Dubber People – Password Reset

There are 2 options for changing passwords:

- Email Password to User
- Assign Temporary Password to User



Email 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, seen in Figure 15.

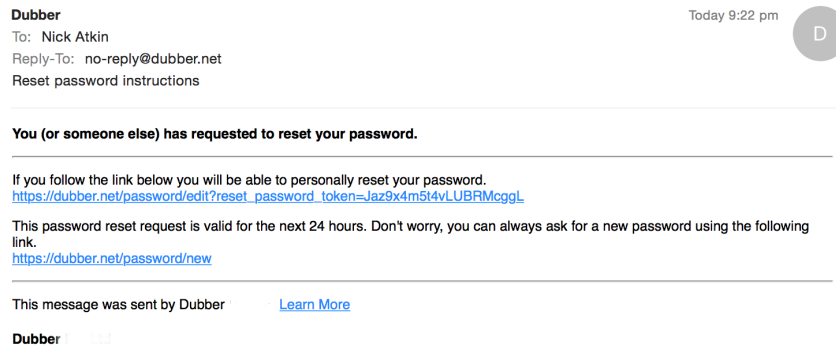


Figure 15 Dubber People – Password Reset

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

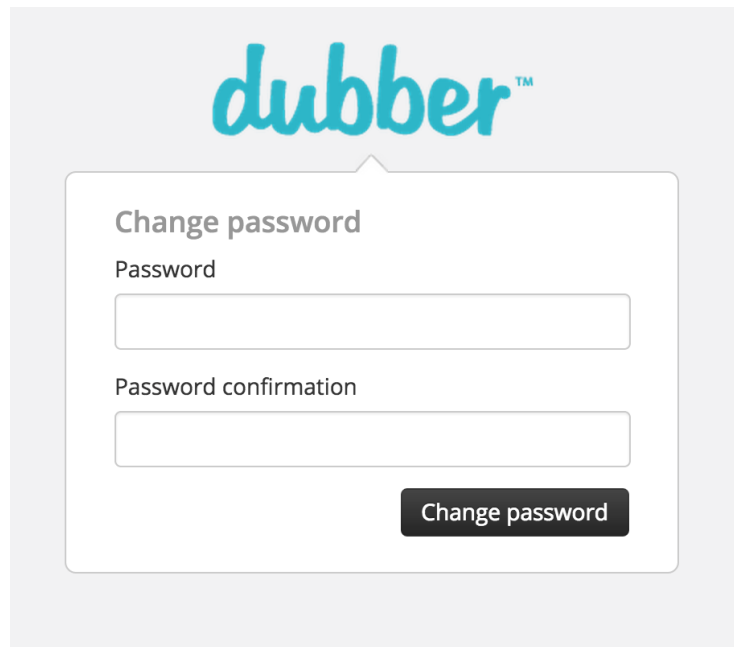


Figure 16 Dubber People - Change Password Dialogue



8 | 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.

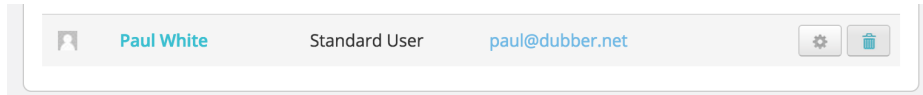


Figure 17 Dubber People - Delete User

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.

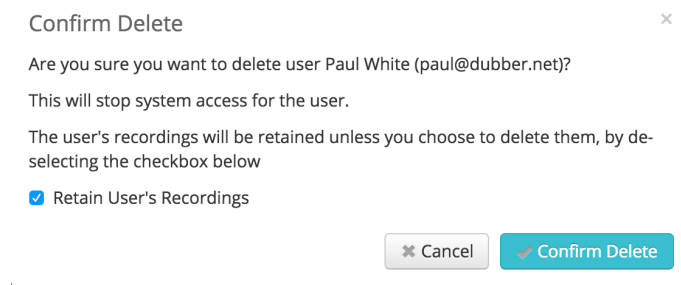


Figure 18 Dubber People - Delete User First Confirmation

A final confirmation will be presented. The administrator is required to enter their Dubber account password to complete the deletion of the User.

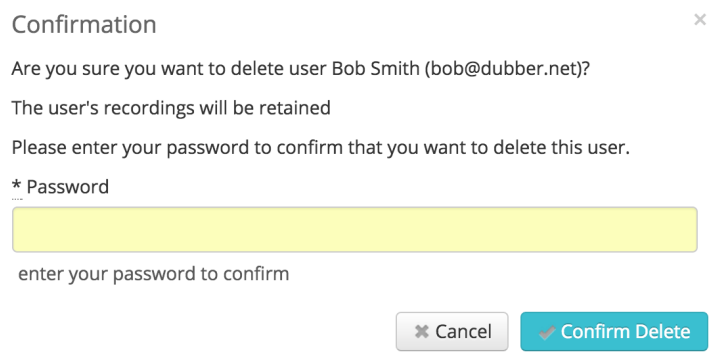


Figure 19 Dubber People - Delete User Final Confirmation