

ALIANZA

Alianza + Dubber Call Recording

Together, we enable communication service providers with a network-based call recording solution.

Getting Started Is Easy & Free

Included with Business Cloud Communications (BCC) Advanced & Professional, businesses can record each user's inbound and outbound calls, and target performance improvements based on what was actually said. From online meetings to simple client engagements, recording conversations in every communication channel is crucial for compliance monitoring, legal proceedings, internal employee reviews, and more. **A feature-rich call recording solutions helps service providers and their end users meet any and all needs with ease.**

Key Features

- ✓ Included in BCC Advanced and Professional
- ✓ Secure and private call recording for individual users
- ✓ Automated recording of all the user's calls
- ✓ Unlimited recordings — no length caps
- ✓ 30 days of cloud storage
- ✓ User level access
- ✓ Recording visibility through Voice Portal
- ✓ Record and replay any conversation
- ✓ Pause and resume recording on demand
- ✓ Call tagging for quick filtered search



Powerful Ways to Use Call Recording

Avoid Fines

Regulatory compliance is important to protect people, and non-compliance comes at a cost. Dubber is compliant with RG 271, KYC, AML/CTF, GDPR, and more.

Legislative Requirements

Just like emails, voice recorded calls may be required as evidence to comply with investigative proceedings or lawsuits. Advanced search capabilities and data extraction make it easy to locate and send crucial conversations to meet those requests.

Quality Assurance

Record and replay any conversation. Search for recordings by user, length, tone, and more. Ensure agents are complying with policies, and coach based on what was actually said.

Limit Exposure to Malpractice

Consider the number of malpractice and licensing board complaints due to misunderstood information exchanged over the phone. Limit your exposure to false claims and that drive up healthcare costs.

Cloud-Powered Discovery

With true AI and NLP resources, discovery is a breeze. Respond to audits and legal or regulatory requests and provide easily consumable transcriptions for witness statements, depositions, hearings, and other proceedings.

Record Keeping

Data integrity is essential to medical history continuity. Authorized users can extract recordings and AI data via API integrations or CSV files for analysis and record keeping.

By 2025

75%

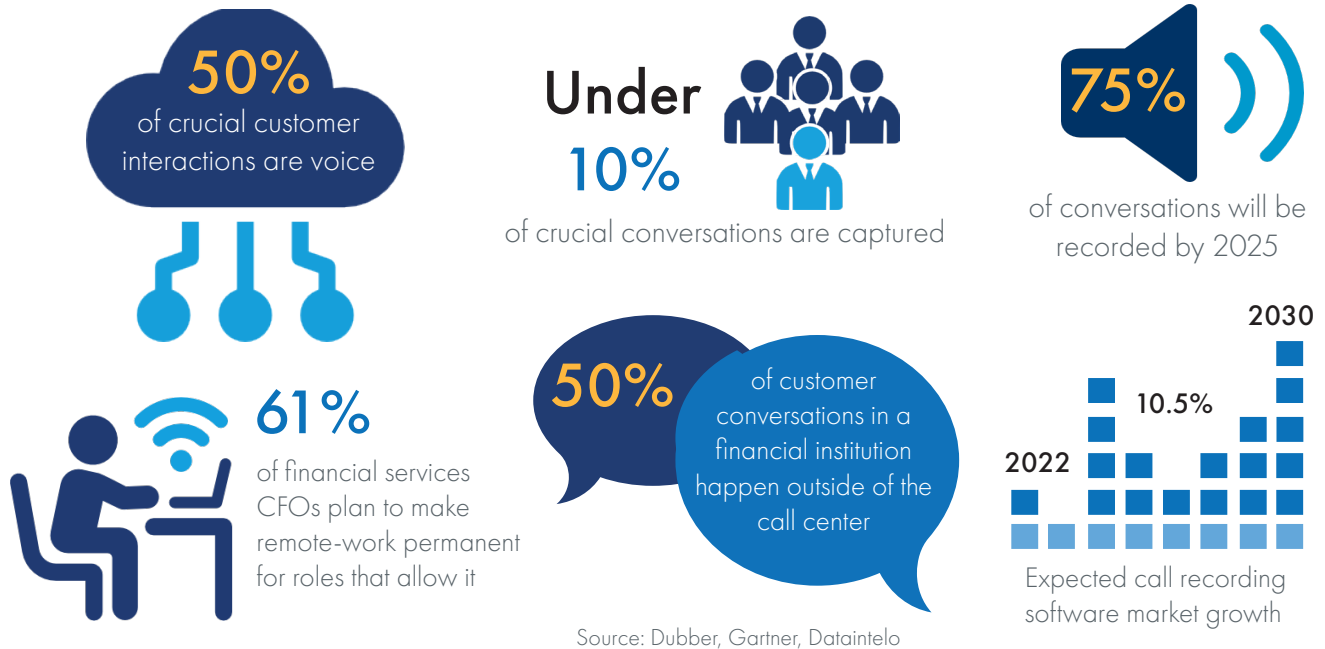
of conversations at work will be
RECORDED AND ANALYZED
renabling the discovery of added organizational value or risk.



A Simple “Must-Have” Feature

Recording conversations is nothing new; however, with today’s ever-changing regulatory and compliance needs, a simple feature won’t get the job done. Our partnership with Dubber ensures your call recording options evolve to meet today’s complex regulatory, compliance, and end-user needs. **Available at an additional cost — but still integrated into the platform for Business Cloud Communications users with Advanced and Professional plans, the Dubber Recording, Unified Recording, and Insights products** offer AI-powered learning, natural language processing (NLP), and much more.

Why Consider Dubber Partner Products?



Key Features

Dubber Recording

Record every conversation. Store, share and review. Gain critical compliance, revenue, customer and people intelligence with a click.

- Secure and compliant recording for individuals and managers
- Unlimited compliant storage Configurable permission-based access
- Enterprise-grade controls — central management
- Keyword search for teams, customers, and more
- Record, replay, and share
- Download recordings as MP3s (administrators)
- Delete recordings (administrators)
- API and bulk provisioning

Service providers can develop and sell packages based on the offered retention time by setting a customizable variable retention period (up to definite) at the account level.

Unified Recording

Supercharge end users with bulk change capabilities, unlimited storage, data extraction, shareable links, and much more.

Advanced Search. Locate specific recordings by members within a team, allowing managers greater visibility into the people they manage.

Bulk Delete and Download. Administrators can delete or download MP3s of one or more call recordings at a time. Any accidental deletions can be recovered with Dubber's 30-day backup database (additional Dubber costs may apply).

Secure Sharing. Share recorded content via a temporary link that expires after 24 hours. This method also ensures that recordings cannot be downloaded by unauthorized users.

Unlimited Storage and Retention. Cloud storage with an easily retrievable database of recordings and customer information. 30-day storage included within BCC Call Recording.

Insights

Gain critical intelligence from every conversation with AI-powered insights that connect captured data to Moments for a deeper organizational insights.

Dashboards. View AI-generated insights and individual Moments or download and share data for a deeper look into your communications intelligence.

Tone and Sentiment Analysis. Gain insight into customer attitudes through automated machine learning and natural language processing (NLP) that catches specific tones of voice, including indications of sadness, frustration, satisfaction, excitement, politeness, and sympathy.

Transcription. Optimize and customize language processing for best-of-breed output from conversational recordings. True AI and NLP resources automatically detect the dominant spoken languages and provide easily consumable transcriptions.

Legal Hold. Be prepared for requests from legal counsels needing access to court-relevant electronic records by tagging specific recordings as "held" to ensure they aren't deleted. Ensures authorized users have access to the recording in question regardless of employee turnover, automated data purges, and storage expiration dates.

Premium API. The Dubber RESTful API enables simple and seamless custom integrations federating data to your business applications, including many popular business tools and CRMs, surfacing insights and automating workflows that drive business-critical data.

In addition to Alianza's comprehensive support structure, with the Unified Recording and Insight tiers Dubber offers tailored support services to set up concierge-level provisioning and onboarding.

Getting started is simple. Contact your Customer Success Manager today.

Discover the feature-rich capabilities and compare package options with our end-user feature guide.



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