



CWSI

# Call recording for Microsoft Teams

Fully compliant call recording solution with  
AI-enriched insights and alerts

*dubber*

 Microsoft  
Gold Partner

# Unlock the power of Microsoft Teams and Dubber today



Dubber supercharges Microsoft Teams to compliantly capture, convert and convey AI-driven insights from any call on Microsoft Teams. Eliminate the security and privacy risks of device-based call recording; capture and store conversations without limits; get real-time AI-driven insights into voice data.

## Quick Facts

- ✓ Fully certified by Microsoft for Teams integration.
- ✓ AI powered sentiment analysis and alerts.
- ✓ Addresses MiFID, GDPR, PCI and more. Data sovereignty and privacy compliant.
- ✓ Rapid set-up. No hardware or on-premise equipment needed.
- ✓ Access calls, transcripts, instant sentiment analysis and data from your mobile or browser.
- ✓ Cloud-based solution; affordable, scalable and flexible.
- ✓ 24x7 global service and support.

## Why Use Dubber?



### 100% visibility

Get accurate transcripts and recordings of every crucial conversation.



### Boost productivity

Use Dubber to automatically create meeting notes and more.



### Comply & protect

Use recordings and transcripts for compliance, audits, HR, and legal proof of conversations.



### Improve customer experience

Track keywords and sentiment. Enrich CRM, dashboards and big data sets.



### Streamline & cut costs

Eliminate the need for legacy call recording and customer satisfaction apps.



### Improve performance

Repurpose transcripts for training, coaching and more.



### Realtime insights

AI powers alerts for specific keywords. Rapidly search for content, conversations and sentiment.

## You'll know more and do more with Dubber on Microsoft Teams

**Search and discover** calls quickly and easily with smart search that delivers real-time results.

**Automated analysis** and reporting of calls can show opportunities for improvements in customer experience and business processes.

**Custom notifications** alert nominated individuals when a call has negative sentiment.

**Measure sentiment** by sentence and call period and categorise by seven key emotions.

**Open API:** Allows for integration with applications, Big Data and more.

**Business ready:** Easy provisioning and user management with access to customisable dashboards via the app or portal .

**Simple & easy:** Web portal and App with transcriptions gets you to the information and insights you need faster .

**Securely share recordings** via limited access links, no copies outside of the secure platform.

## Get the edge with Dubber on Microsoft Teams

Dubber Teams recording has many use case applications for any business that wants to ensure compliance, manage risk, improve customer experience and improve employee performance. Real time actionable insights gives you the ability to react and respond to emerging issues before they escalate as well as obtain valuable positive feedback directly from the voice of the customer.

## Four things you need to know about Dubber on Microsoft Teams

### 1. Dubber is native to Microsoft Teams.

Let us know the users you want provisioned and we activate them.

### 2. Dubber lives in the Cloud.

That means infinite scalability, data sovereignty, and no additional costs just one flexible and easy to change monthly subscription.

### 3. Universal Call Recording means all calls are captured from any eligible end-point or application.

Every conversation is then AI enriched in the Dubber Voice Intelligence Cloud.

### 4. We're integrated and integrateable.

Any voice data can be stored in the Dubber Voice Intelligence Cloud, and any data stored there can be connected to other applications and data repositories.

Affordable. Accessible. AI-powered. Available now.

### Standard Plan

Just  
**€14.95**  
per user / month

#### Unified Call Recording

Business UCR with team and business controls

- ✓ Business controls & team management
- ✓ Unlimited recordings & users
- ✓ Unlimited storage
- ✓ Recoverable recordings
- ✓ Access controls
- ✓ Unlimited downloads

### Advanced Plan

Just  
**€29.95**  
per user / month

#### UCR + AI & Voice Intelligence

Advanced UCR, Voice AI and Data

- ✓ All Simple License benefits
- ✓ Advanced business & team controls
- ✓ AI call reporting
- ✓ Alerts & notifications
- ✓ API, Data Manager & Exporter, CRM & app integration



## Get started today

Contact: Paul Conway

✉ [pconway@cwsie.ie](mailto:pconway@cwsie.ie)

Visit [cwsisecurity.com](https://cwsisecurity.com)

