



Secure Cloud Call Recording for Brokers Ireland

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

dubber

radius.ie
technologies 



Dubber is the world's leading provider of cloud-based call recording and voice AI. Built to scale to meet any need, Dubber allows businesses and government to unlock the insights in calls, videos and messages.

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.

Explore how Dubber solves critical use cases

Insurance Use Case

The Challenge:

The service team often answer questions about coverage, calculating changes to existing policies and discussing premiums & policy best suited for each customer while performing admin tasks. A large number of these tasks and transactions take place over the phone every day which comes with risks such as:

- Audits to ensure advice given to customers are compliant.
- Disputes regarding insurance coverage and premium.
- Insurance claims were not documented accurately as detailed notes were not taken.
- Customers calling to make changes to their policy/coverage, if not once but multiple time.

Outcome with Dubber:

When such issues arise, evidence is often needed in the form of call recording to protect the company against many risk factors. With Unified Call Recording and true AI in the Dubber Voice Intelligence Cloud, the insurance broker could:

- Record calls, chat and video for regulatory compliance, transaction verification and maintaining records
- Refer to a recording or transcription to resolve disputes
- Record calls to prevent claimants from adding on additional information altering the details of claims
- Use calls with positive sentiment to train staff to improve customer experience
- With a cost-effective and secure call capture solution available via a SaaS model, insurance providers can reduce risk, monitor processes and eliminate errors in details and communication.

Swiss Bank Use Case

The Challenge:

Large Swiss bank who have over 6,000 staff over a number of global locations and they needed to be Mifid II compliant in a hurry while also cutting down on the following bad practices:

- Manual and inefficient process for reviewing recorded calls
- Not all calls being recorded
- Expensive to translate multiple languages
- Human error leading to investigation
- Legacy systems lacked search functionality meaning users couldn't locate specific conversations
- Security breaches missed as a result
- No automated transcriptions
- Their manual workaround was slow, ad-hoc and expensive.

Outcome with Dubber:

- 100% visibility of client conversations adhering to compliance regulations
- Increased efficiency with replacement of manual listening and transcription
- Surveillance with proactive alerts of keywords from recorded calls
- 100s of thousands saved in manual transcription costs.

"We now have total visibility of all traders' conversations, even when they're working from home. The automated surveillance means we can immediately identify compliance breaches, reduce risk, and save time and money"

Chief Risk Officer

One of the largest private banks in Switzerland

100%

Visibility

1000s

Saved in manual transcription costs

Simple License Packages

20% off Standard Plan

Standard RRP €14.95

Your Price €11.95

per user / month

Unified Call Recording

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

20% off Advanced Plan

Standard RRP €29.95

Your Price €23.95

per user / month

UCR + AI & Voice Intelligence

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

Installation fees reduced from €1250 - €690 *for up to 25 users, additional discounted rates on higher volumes also available.