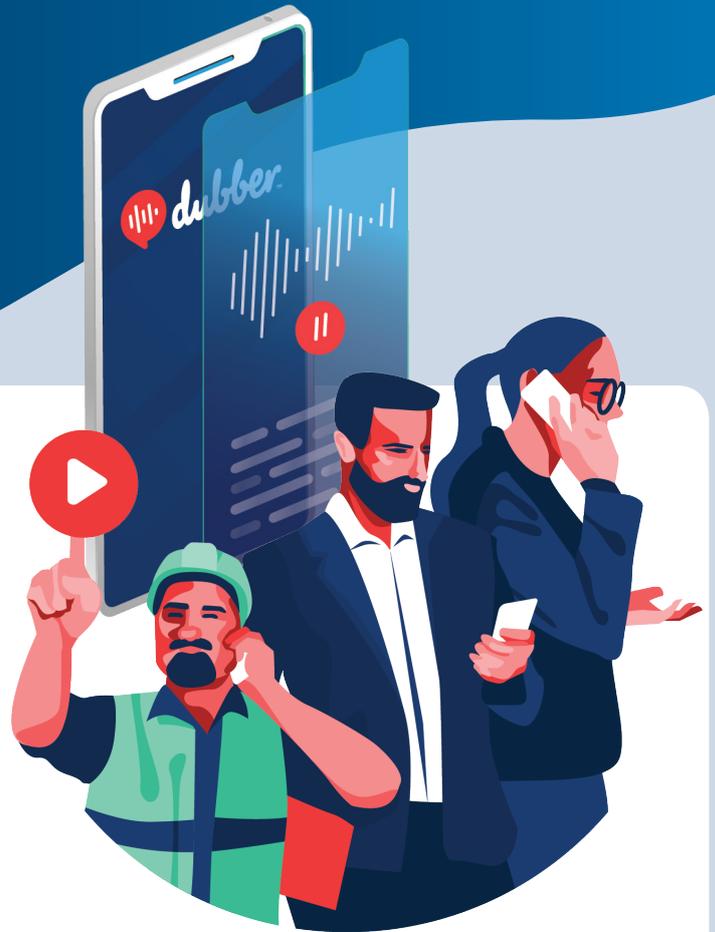




# Playback

Playback is a service unlike any other on the market. Specifically designed for individuals, Playback allows users to save a call up to three days after it was made: **giving the gift of hindsight.**



## How Playback Works

- 1 Make or receive a call
- 2 Receive a push notification asking you whether you'd like to save the call
- 3 You have three days after a call to save it, otherwise it will automatically be deleted
- 4 Playback your calls as many times as you like for a year after they were made
- 5 Tag, search, filter and securely share your calls

## Features



**Only you can access your calls**

*With secure app login*



**One year storage as standard**

*With unlimited replay*



**Secure sharing**

*Via time-expiring links straight from the app via email*



**Capture every word**

*With Playback you'll never miss an important detail, even when you can't take notes*

## Zoe Voice AI for Playback

Just like with other services, Playback users can add our voice AI product, Zoe for a small monthly fee. Zoe transforms voice calls into useful data through transcription and sentiment analysis.

### Key features include



**Smart Search**

*Allows users to search their calls like their emails using keywords*



**Voice-to-text transcription**

*Documented record of call, click any word to jump to that part of the recording*



**Sentiment ratings**

*Analyses language to rate a call as negative, neutral or positive*



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## Who benefits from Playback?

Because Playback is a private solution designed for individuals, everyone from a traveling salesperson to a CEO, from a plumber to an HR manager can benefit from it. It can even be used for your everyday life: never forget your shopping list again!



### C-Level Executives

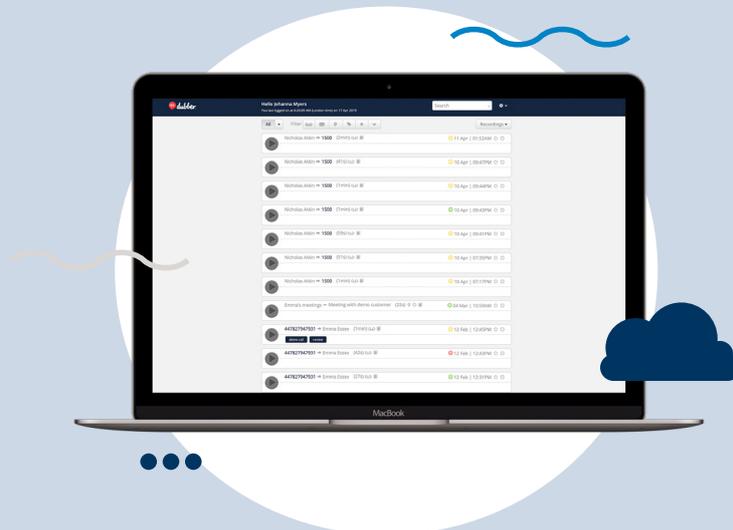
- C-level executives spend a lot of time on the phone to their team, board members and investors
- Many calls require follow-up actions but note taking is often impractical
- Playback enables them to playback calls whenever they need; confirm what was said, and ensure nothing was missed
- Calls can be securely shared with selected individuals for clarity regarding follow-up actions

### Sales Executives

- Sales executives do most of their business over the phone, often while traveling
- Note taking can be hard, and important messages can be missed or forgotten
- With Playback, important calls can be played back at a more convenient time, as many times as required
- Order confirmations can be securely shared with the relevant colleagues for follow-up actions

### Builders/Tradespeople

- Builders and tradespeople are often on site where it can be difficult to take notes
- Managing customer expectations can be challenging when customers change their minds or if a couple disagree on materials
- Being able to save and play back the call to the other party can help resolve disputes



### About Dubber

Dubber is the world's leading call recording and voice AI platform as a service (PaaS), and BroadCloud's exclusive recording platform. With no on-premise equipment or up-front costs, Dubber is the next generation of call recording and analytics.

Infinitely scalable, the Dubber platform can be deployed in minutes and the open API provides limitless integration and automation possibilities. Dubber is a global business; based in Melbourne, Australia, the US, and the UK.



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