**daktela**

1 | **One application**
for all communication channels

- Manage all communications
- Collaborate with teams
- Use 1 powerful easy-to-use solution

Make & take calls from anywhere

- Connect using our mobile app, your PC or choose from a range of **physical** desk phones.

- **Choose from** a variety of call features from a simple cloud phone to advanced inbound and outbound calling, such as recording, ring groups, routing and queues.

- **Help your team** with features such as hand-raising, custom scripting and call prompts.

- **Supervisors** can manage and support with live call monitoring, transcription and detailed call reports.
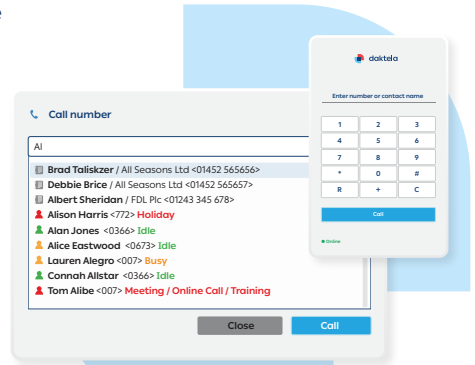

Deliver a VIP customer experience
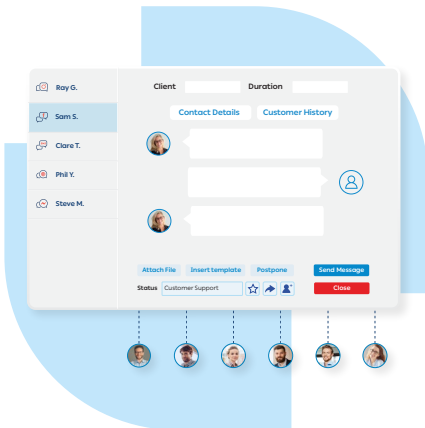
- Manage **multiple chats at the same time**. Including SMS, Webchat, WhatsApp, Instagram, Facebook and Viber.

- Allow your customers to **self-serve 24/7** with custom decision trees for FAQs.

- Respond quickly and concisely with **templates**.

- Transfer to other team members to assist with specific queries.

- **Supervisors** can manage and support by watching interactions in real time.

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Respond to emails faster & deliver a personalised service

- **A shared inbox** for different teams and departments to collaborate.

- Ensure clear ownership with **auto-routing** and assignments.

- Craft a variety of **template replies**, so your team can respond faster adding context from previous customer communications.
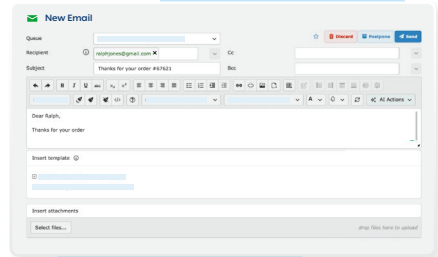
Work smarter together with ticketing

- Collaborate seamlessly, **all communication threads in one place**.

- Add users and comments and **track the whole conversation**.

- Categorise by department or team.

- Prioritise incoming communication based on SLAs.

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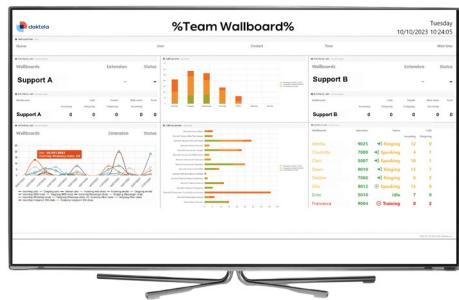📞 **+44 (0)208 089 1452**   @ **sales@daktela.co.uk**

Visibility into the metrics that matter

- Keep your team running smoothly with powerful **real-time and historical analytics**.

- Measure track and enforce **SLAs** with ease.

- Use a variety of pre-installed **reports** or create your own.

- Use **data-driven insights** to identify workflow bottlenecks.
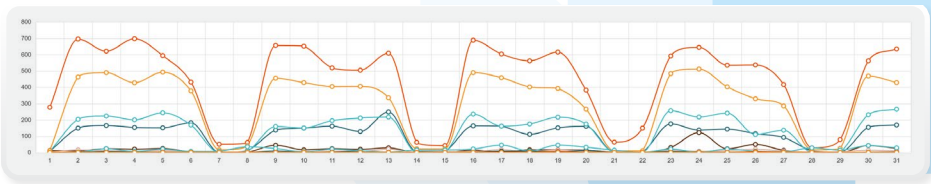
# Intelligent real-time information & statistics

- Keep your team up-to-date with a range of **real-time analytics** such as inbound calls, outbound calls, and talk time for custom time ranges.

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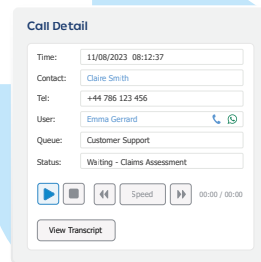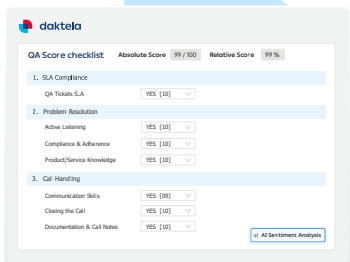📞 **+44 (0)208 089 1452**   @ **sales@daktela.co.uk**

AI Tools at the touch of a button

- **Save time** with ChatGPT re-phrasing tools – make messages longer, happier, more professional or translate into different languages.

- **Summaries** of text and voice conversations.

- View call **transcripts** complete with AI sentiment analysis.
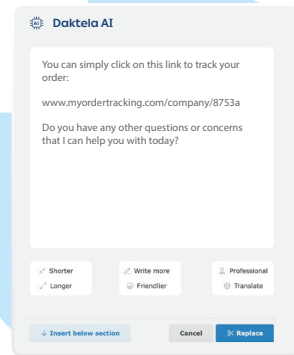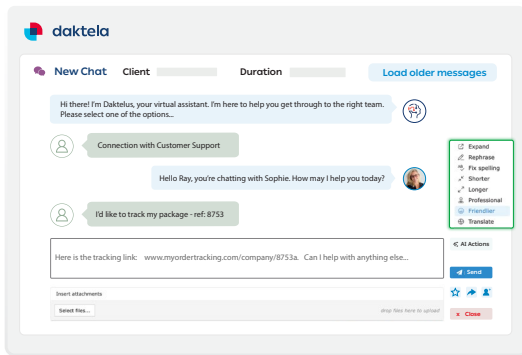
Easily evaluate team performance

- Assess the quality of customer interactions with **QA checklists** to outline specific criteria, guidelines and standards.

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Trusted by 1200+ Customers

With over a decade of experience, we have successfully provided innovative cloud software to customers across the UK and are trusted globally by over 1200 businesses of all sizes.

Bespoke packages

We pride ourselves on listening to your business requirements and providing a bespoke package to suit your needs.

All your communications in one place

Choose what is right for your business now, safe in the knowledge that we can support your growing business in the future.

Flexible licensing options

With Daktela you have the freedom to mix and match licences according to your specific needs, all conveniently managed through a single portal within our software platform.

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