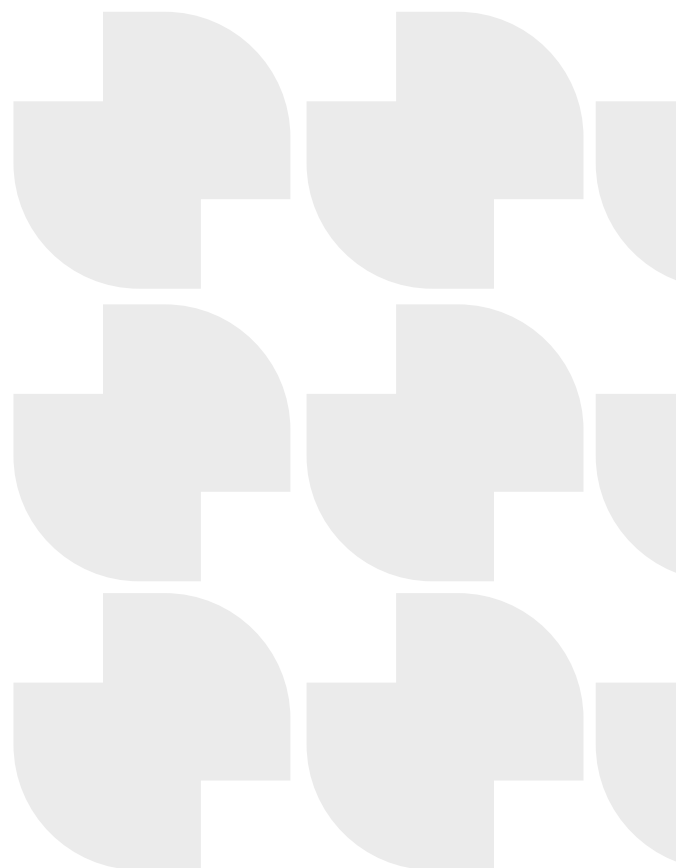




One Platform Infinite possibilities

Daktela UK | info@daktela.co.uk
0800 470 2159 | www.daktela.co.uk



THE VALUE OF EFFECTIVE COMMUNICATION

Effective Communication

It is more important than ever to communicate effectively with your customers. This includes listening to their feedback, being genuine, providing reassurance and having all their information ready to hand.

Effective communication also involves giving your customers the ability to communicate when they want and how they want.

By making it easier for your customers to communicate with you for any sales, billing or customer services queries on their terms you are more likely to acquire and retain customers and ultimately ensure the success of your business.

The Changing Work Environment

The workplace has changed over the last few years.

Many organisations have embraced the opportunities of remote and flexible working. These opportunities are often focused on the needs of the business, and it can be easy to overlook the impact these changes have on employees and customers.

Whether you have employees working from home, the office or both; one thing is constant, we are all experiencing significant change.

It is vital that you provide the appropriate technologies to enable your employees to manage and cope with this change and remain a productive member of the team.

Giving Customers Choice

Our technology can provide your customers with a range of options to communicate with you. These include phone, email, webchat, SMS, Video, WhatsApp, and Teams etc.

All these communication channels are managed centrally within our application, allowing you to determine customer preferences and respond accordingly to ensure effective customer communication is always maintained, no matter what their preferences.

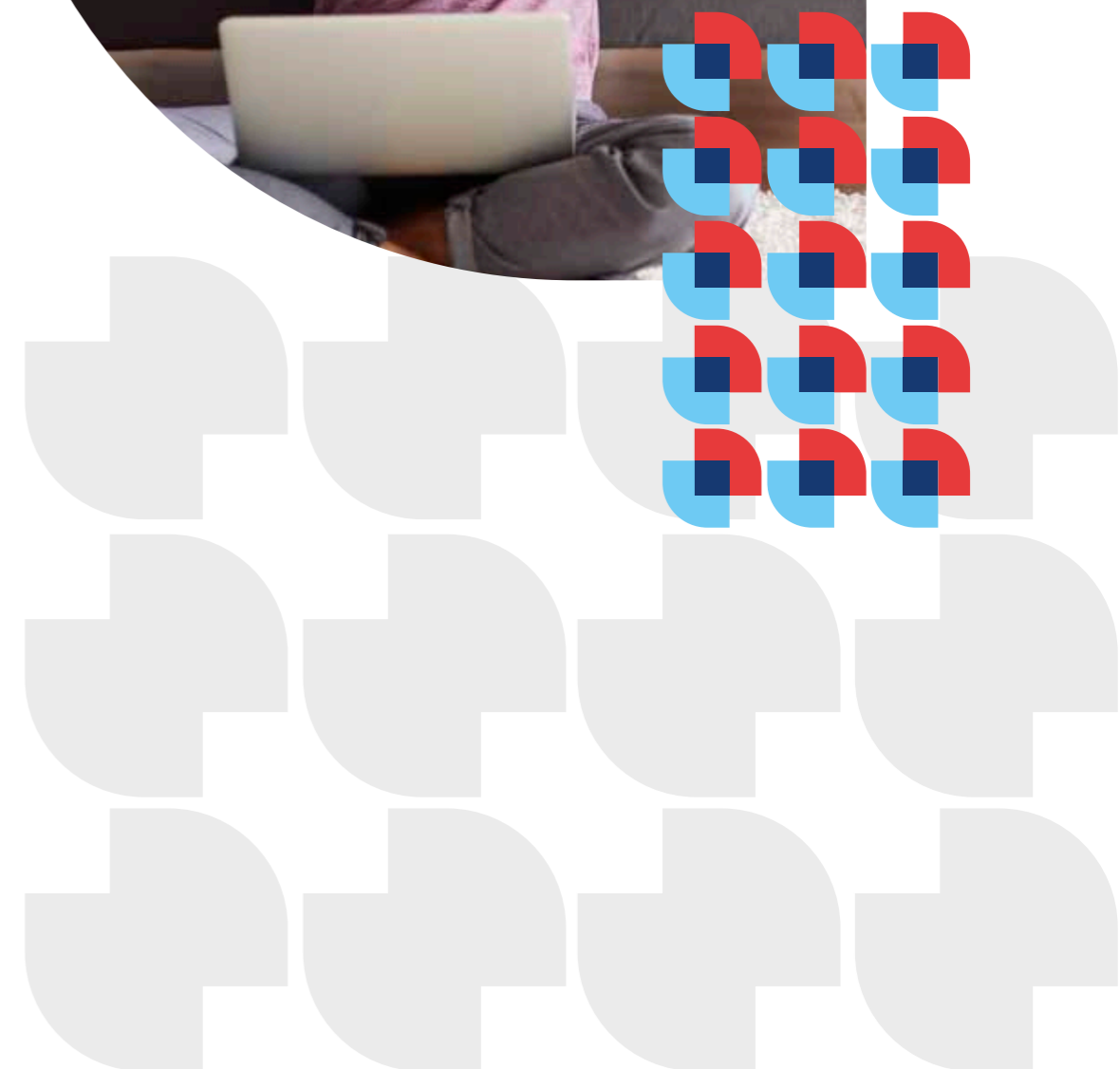
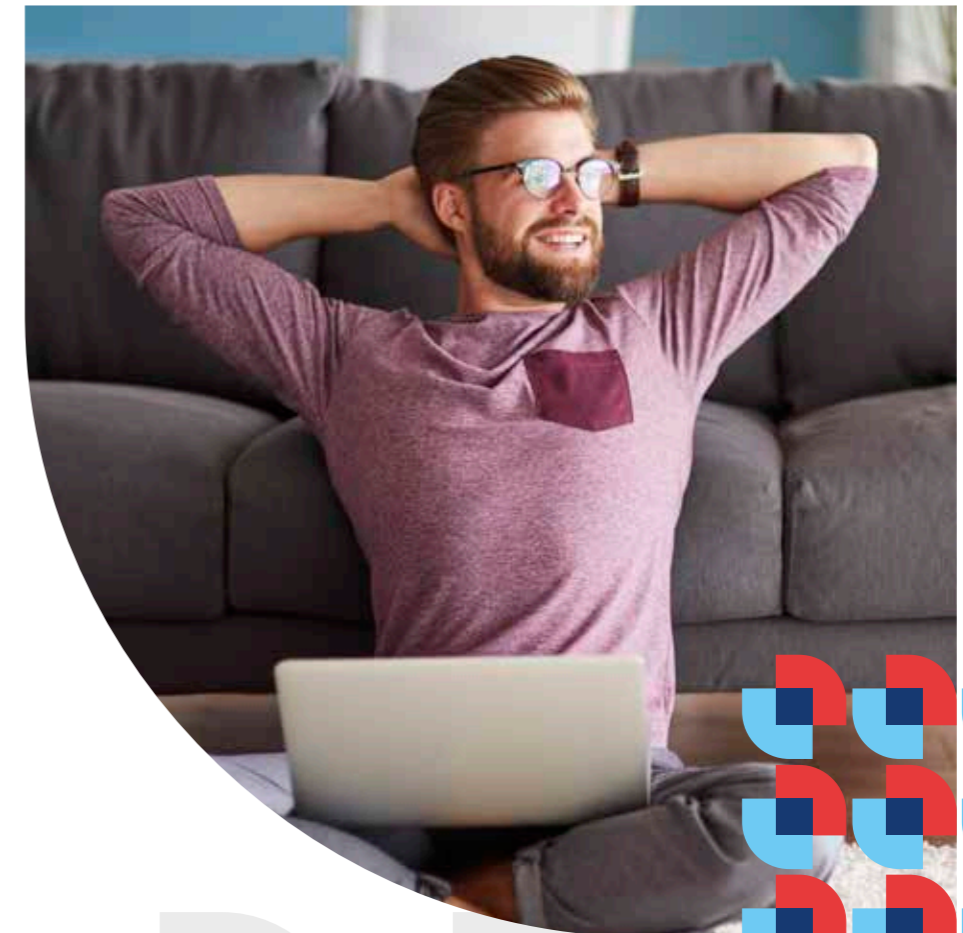
Daktela provides you with, one platform with infinite possibilities.

Return on Investment

Whether you are focused on reducing customer churn, increasing new customer acquisitions, brand image or customer satisfaction ratings, our low-cost application is designed with your business in mind.

We can help you to optimise individual performance to get the best from your people, whilst at the same time monitoring customer satisfaction levels.

To maximise your return on investment, we can provide a range of options to suit any budget, including a free trial and 30-day rolling contract terms.



WHO ARE DAKTELA

We connect all phone, email, SMS, chat and social media within one cloud-based solution to enhance and personalise the customer experience.

Our ability to combine all your contact centre users, mobile users and back office users within the same application allows you to manage all users from the same management portal.

Choosing the right licence for each of your users allows you to focus investment where it is most needed. We also provide you with the ability to simply and easily change these user licences in line with your business requirements

As long as your users can connect to the internet, they can be a Daktela user.



Voice Communication

We provide intelligent inbound and outbound voice functionality that allows you to handle sales and support calls more effectively. We achieve this with intelligent IVRs, Voice Recognition, Automated & Robotic Outbound Dialling, Skill Based Call Routing and much more.

Web Chat

Enhance customer communication by adding our web chat facility to your existing website. We can also add automated Chat Bots, Video Chat and allow click to call functionality within the Web Chat.

Social Media

Combining the most common social media communication platforms, such as Facebook Messenger and WhatsApp allows you to reach out to customers through this variety of different media.

Flexible Use

Whether your users are front office contact users, back office traditional telephony users or mobile users in the field they can be part of the system. Irrespective of their location if they can access the internet, they can be managed through the Daktela solution.

Customer Transaction History

The most powerful attribute of the Daktela system is not that it can do all of the above, it is that all the above different communication media are all managed through the same management portal. Tracking and reporting on all customer transactions in this way, no matter what channel is chosen, allows you to better manage your customer relationships.

Email Communication

Our solution allows you to use your existing email platform far more effectively. With word spotting technology you can route incoming emails to the right person who is best able to answer the query. Using our email templates, you can create bespoke emails for every eventuality.

SMS Chat

Our unique 2-way SMS chat software allows you to engage with customers directly in a chat session using standard SMS technology. We can also add bulk SMS capabilities and SMS labelling allowing the name of your company to be presented rather than a mobile number.

Integration

Connect your existing applications to Daktela simply and easily. Combine the information on the Daktela platform with other vital business applications within your company.

IMPROVE EMPLOYEE PERFORMANCE

Effective Performance

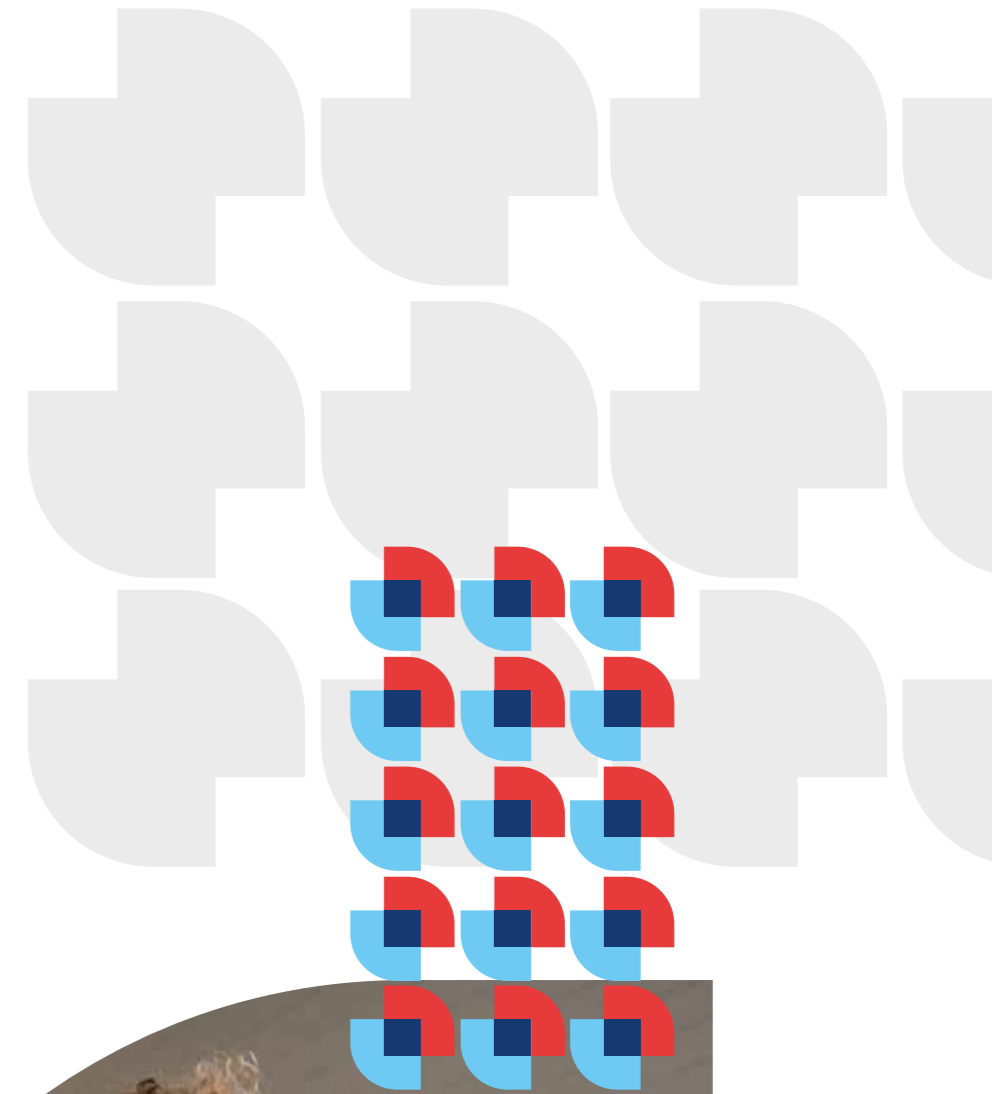
Wherever your people work they need to remain productive. This performance is best achieved through effective management. The Daktela platform provides this effective management platform allowing you get the best from your people without impacting their mental health.

Our solution provides a range of historical and Real-time information which allows managers to monitor performance. Combining this with our powerful compliance and quality management tools allows you to manage the relationship between employees and customers quickly and easily.

Daktela Performance Aids

The Daktela platform provides several ways to effectively manage the employee experience. Here are just some of the ways we can enhance the overall employee experience:

- Online coaching within a live call by online messaging and audio prompting from managers
- Recording and tracking of all activities on the system across all channels
- Providing access to a full customer history to the agent whilst on with customer
- Capturing customer feedback at key points
- Quality management software tracks performance in line with KPI's



HOW IT WORKS



Simple to Use

Use WebRTC or install our free SIP voice app on a user's device. The user simply logs into the Daktela system using their own bespoke secure password access. Once connected they can access all the functions, facilities and information they have been set-up to view and start engaging with customers.



Secure, Web-based Access

Managers can access all activities via a secure web portal. Everything is password protected and connects to our secure global cloud-based service. Management can also access free help and support to assist in interpreting the activity displayed.



Reporting

All individual data is combined to allow the employer to run reports comparing performance levels by individuals, different teams, departments, and locations to help identify any issues within the organisation. All data identifies trends and provides clear visibility of performance against service levels.



Flexible

All users access the service via a unique username and password and can use this to hot desk if required, work mobile or from home. They can also view all their own statistics in comparison to others to help drive self-performance improvements. All data can be displayed on wallboards if required.



All Inclusive

Our technology allows you implement one cloud-based solution to support all of your different users. We can provide basic PBX telephony through to complex omni-channel contact centre functionality. All managed via the same web portal.

How our customers use Daktela

Blue Cross

We support over 600 users within Blue Cross including all Contact Centres and back-office phone users. They migrated from an on-premises contact centre to our cloud-based system over six months.



Focal Agent

This customer uses the latest SMS smart chat technology and combines this with traditional voice and email functions to manage communication with customers who are often mobile.



Supper London

This expanding luxury food delivery company uses our powerful inbound contact centre technology to underpin their business growth and provide all their customers and restaurants with an effective way of communicating issues.



Bridgetech Technologies

Utilising our powerful Omni Channel Contact Centre technology Bridgetech Group is able to automate many of the simple customer requests and focus on passing calls through to live operators as required, thus reducing costs.



SIMPLE INTEGRATION

Almost all Daktela implementations we complete require us to connect to and work with the customers' existing systems. Whether these are standard applications such as Microsoft Dynamics, Teams or Salesforce or are bespoke customer specific applications our Open API approach to integration allows us work with them.

The range of systems we can work with varies from Customer Relationship Management (CRM) solutions, Workforce Optimisation software, PCI-DSS payment software, Quality Management solutions or e-commerce applications.

Daktela can often enhance these original investments by complementing and enhancing these solutions to ensure that our customers always get the best return on these investments.



WHY CHOOSE DAKTELA?

Choosing the company who provides your communication solution is often the most important consideration. At Daktela we pride ourselves on getting to understand our customers business and developing a solution that fits each customers unique requirements.

In our experience customers choose a cloud-based communications solution based on four distinct elements:

Cost

Our pricing is always based on your own requirements to ensure you only ever pay for what you need. This ensures you always get the best solution with the best support at the best price starting from £6.50 per user per month.

Functionality

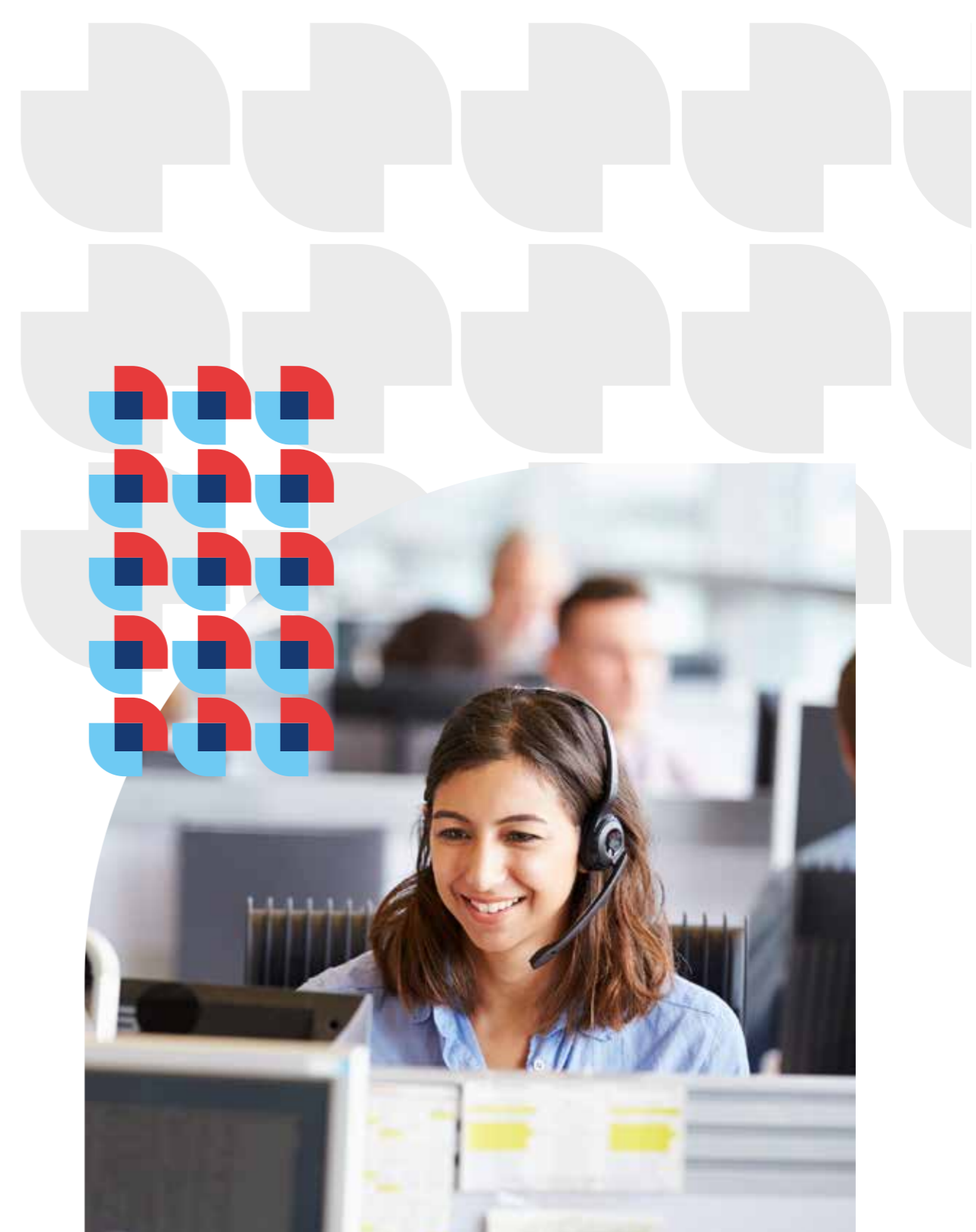
Daktela will always provide a solution that meets our customer requirements. We achieve this by completing a thorough free Application Discovery process which allows us to understand your business objectives and to design a solution that fits your own functional needs.

Support

Unlike other cloud vendors, we bring a traditional approach to customer support and central to this is our belief that any successful implementation requires us to first understand our customer business and for our customers to understand our solution. Achieving this allows us to support you in the most effective way. Our existing customers are always our best references, and we are happy to provide these upon request.

System Availability

Daktela's focus as a cloud-based supplier is to ensure the service is always available. We provide full-service availability statistics each month to our customers and provide a range of options that provide additional resilience through both our datacentre infrastructure and our telecoms networks. We also have Business Continuity planning in place that ensures we are always available to help, no matter what the circumstances



Try it for free

We are on the search for organisations who believe in the value of effective customer communication. We would like to offer a complimentary trial of our application. There's no commitment and no associated costs and the trial can last up to 30 days.

If you would like to benefit from our technology and enhance your customer communication then please get in touch.



CALL THE SPECIALISTS

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