



Product highlights

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

- ✓ **Cloud based** customer communications
- ✓ **900+** clients worldwide
- ✓ **10+** years experience
- ✓ **Omni Channel** solution
- ✓ UK & EU **Datacentres**
- ✓ **NHS & Government** Accredited
- ✓ **ICO** Registered
- ✓ **Priced to suit any budget**
- ✓ **24/7 Technical Support**

The **Best Technology**

From the simplest voice only back office solution right through to complex Omni Channel contact centre deployments.

At the **Best Price**

We understand that one size doesn't fit all. So we offer a pick and mix approach to pricing, this means you only pay for what you use.

With the **Best Support**

Our UK based support team and team of EU based software developers ensure you always get the most from your solution 24/7.



Choose the **features** that work for your business:



Inbound - Intelligent Voice

Handle sales and support calls more effectively with intelligent IVRs, Voice Recognition, Call Routing and much more.



Outbound - Dialler Campaigns

Communicate more effectively with manual, progressive or predictive dialling. Complete with an easy to use drag & drop scripting tool.



Powerful Reporting

All your real-time and historical stats, for all channels, in one place. Use one of our many pre-installed reports or customise and create your own.



Powerful CRM

Track and manage all customer interactions on one platform. Use our in-built CRM or integrate external CRMs such as Salesforce, Microsoft Dynamics 365 and SugarCRM.



Effective Email

Improve your response rate in the most commonly used digital channel. Fully Integrated with a wide range of features and reports to monitor performance.



Communication History

Automatic communication history displays before the customer connects. This fully prepares agents with access to previous calls, emails, SMS, chats, tickets and notes.



PCI-DSS Approved

Provide customers with a fully approved method of inputting their card data using either Digital links or directly through their phone whilst still talking with your agent.



Integrated Back Office

Unite your whole company on the same solution. A virtual PBX in the cloud integrates your back office users with your contact centre.



SMS Chat

Web based SMS allows two-way texting between your agents and customers. All linked to your communication history and CRM.



Web Chat

Easily add chat features to your website. Use our ready-made templates or create your own bespoke design. Includes support for tracking visitors, multi chat and surveys.



Social Media & Messaging

Facebook, WhatsApp, Viber, Teams... Communicate with your customers over their favourite social media apps. All linked to your communication history and CRM.



Customisable Dashboards

Customise dashboards to suit the different roles and responsibilities of each user. Choose from a range of dashboard widgets for integration, reporting and functionality.

Simple **Integration**

Almost all Daktela implementations we complete require us to connect to and work with the customers' existing systems.

By doing this Daktela can often enhance these solutions to ensure that our customers always get the best return on these investments.



Try it for **YOURSELF**

If you would like to see how your business can enhance its customer communication, please get in touch.

Call **0800 470 2159** or email: **info@daktela.co.uk**