# daktela

**2025**

# Product Catalogue

# daktela

# Voice Licence

## Two-Way calling
## for Your users

The Voice Licence is a key tool for your contact centre. It enables users to handle incoming calls, make outbound calls, or simply communicate with colleagues through internal calls. With intuitive administration, you can easily configure when and how incoming calls are routed to users.

## ENABLES:

Handling and dialling calls

Mobile app

Manual dialling
of contact database

Call routing administration

## LICENCE

Charged per user

## OPTIONAL ADD-ONS

CRM Add-On
Call Recording
Advanced Campaign Dialling
AI Agent in the form of a Voicebot to handle the majority of your calls

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# E-mail Licence

**Easily manage your corporate email communication directly within the Daktela Contact Centre environment.**

Pair your email inboxes with our application and leverage advanced tools to efficiently handle even large volumes of emails. Users gain access to an intuitive interface that simplifies client request management and speeds up response times.

With the integrated ticketing module, you'll have a complete overview of ongoing customer communications. Easily hand over tasks between colleagues, label different stages of resolution, and manage entire conversations more efficiently. Our application supports direct integration with email inboxes via IMAP/POP3 and SMTP, and also offers native authentication through Gmail and MS Graph API. This ensures effortless access to emails across your entire contact centre.

## ENABLES:

Two-way email communication with clients

Setting rules for routing and categorising emails

Creation of custom templates and signatures

Automatic distribution of requests based on predefined rules

Clear request management using the ticketing module

Access to statistics and listings

## LICENCE

**Charged per user**

## OPTIONAL ADD-ONS

**Automatic categorisation and tagging of requests using AI**

**Enhanced written communication with clients through Daktela Copilot**

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# Webchat Licence

## Chat window
## for Your website

Provide your current or potential customers with a simple form of communication. With easy administration, you can configure when the webchat should appear on your website and what initial information is required from a customer. Operators will be able to manage multiple webchats simultaneously and tag conversation topics for better organisation.

## ENABLES:

Chat widget for your website

Mobile app

Handling webchats

Managing calls requested via webchat after business hours

Use of pre-saved templates

Webchat routing administration

## LICENCE

Charged **per user**

## OPTIONAL ADD-ONS

AI agent in the form of a **Chatbot** to handle most conversations

Enhanced written communication with clients using **Daktela Copilot**

# SMS Licence

## A proven communication channel for connecting with your customers

Do you need to send informational messages or manage two-way conversations? Our licence allows you to easily and efficiently handle all SMS communication with your customers. With the bulk sending feature, you can reach hundreds of customers in just a few clicks.

You can choose to use your own phone number through our SIM hosting, or acquire a virtual number with custom identification, such as your company's name.

## ENABLES:

Receiving and sending SMS

Mobile App

Bulk message sending

Administration of incoming SMS routing

Use of prepared templates

## LICENCE

Charged per user

## OPTIONAL ADD-ONS

SIM hosting for your mobile phone number
Virtual SMS service with custom identification
AI agent in the form of a Chatbot to handle most conversations
Enhanced written communication with clients using Daktela Copilot

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# Social Media Licence

## Facebook, Instagram, WhatsApp, and Viber all in one place

Manage all these communication channels in a unified interface and gain a complete overview of your message volume. Additionally, you can manage posts from Facebook and Instagram in our new module, allowing you to take control over the content in the comments on your posts.

## ENABLES:

Two-way communication on connected social media

Moderation of comments on Facebook and Instagram

Use of prepared templates

Mobile app

Administration of communication routing

## LICENCE

Charged per user

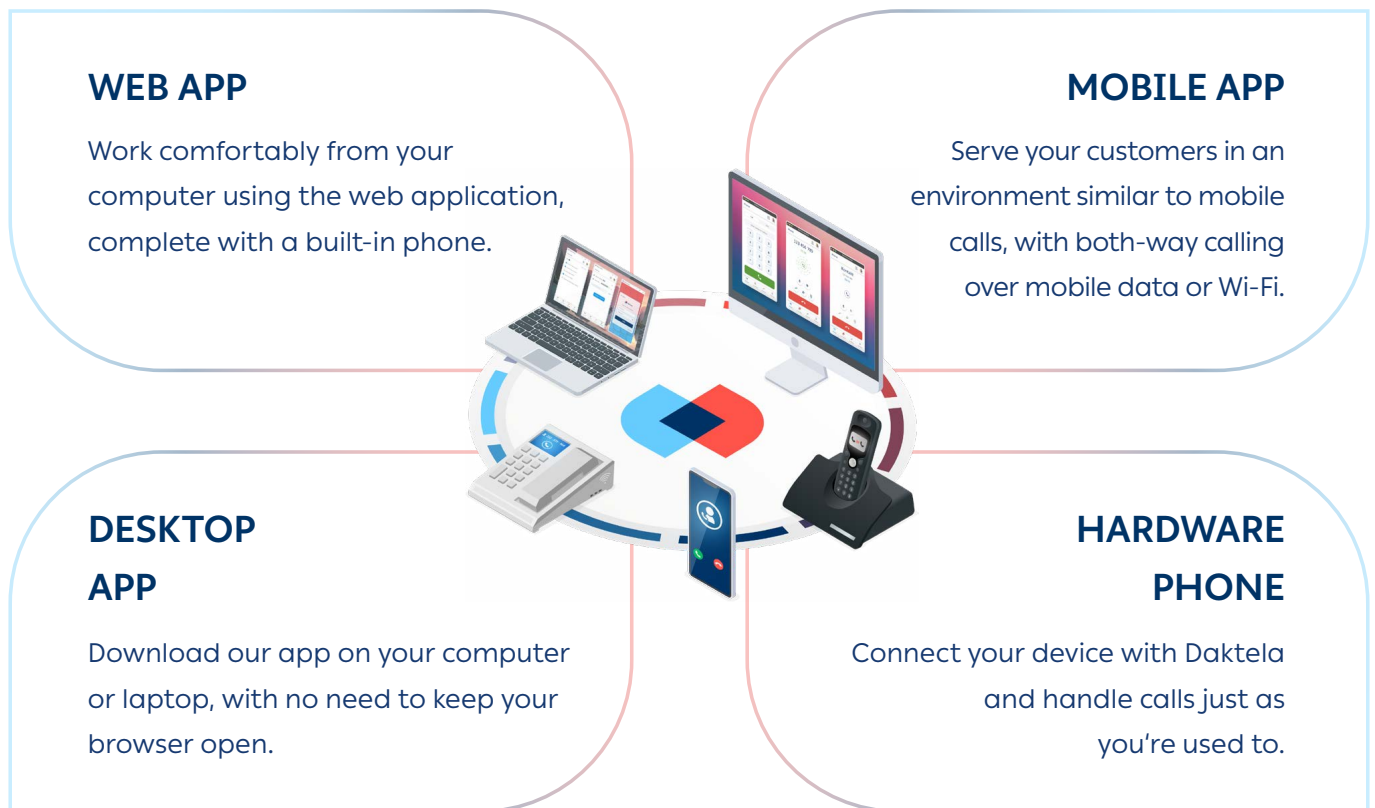Some social media may require a paid connector

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# Cloud Phone

## Calls for Your entire team, whether in the office or in the field

Take advantage of an intuitive web or mobile interface and start making calls within minutes, without any unnecessary complex setup. This is the ideal solution for users whose primary task is calling. Enable your entire team to connect with each other – completely free of charge!

### WEB APP

Work comfortably from your computer using the web application, complete with a built-in phone.

### MOBILE APP

Serve your customers in an environment similar to mobile calls, with both-way calling over mobile data or Wi-Fi.

### DESKTOP APP

Download our app on your computer or laptop, with no need to keep your browser open.

### HARDWARE PHONE

Connect your device with Daktela and handle calls just as you're used to.

## ENABLES:

- Incoming and outgoing calls
- Internal calls
- Mobile app

## DOESN'T ENABLE:

- Handling queue calls
- Using additional communication channels
- Access to the full range of application features

## LICENCE

Charged per user

## OPTIONAL ADD-ONS

CRM Add-On

Call Recording

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# Call Recording

## Record calls with a retention period of 3 months or more

Keep track of what your operators are saying to customers. Call recording helps prevent misunderstandings and ensures you always have proof of what was discussed. With this licence, we securely store your call recordings for as long as you need. You can easily configure access permissions within the application to control who has access to the recordings.

## ENABLES:

Call recording

Recordings are stored in Daktela for a predefined period

Access to recordings based on defined permissions

Option to export recordings

## LICENCE

Charged per user
Retention period can be extended by multiplying the licence
Requires the purchase of a Voice or Cloud Phone licence

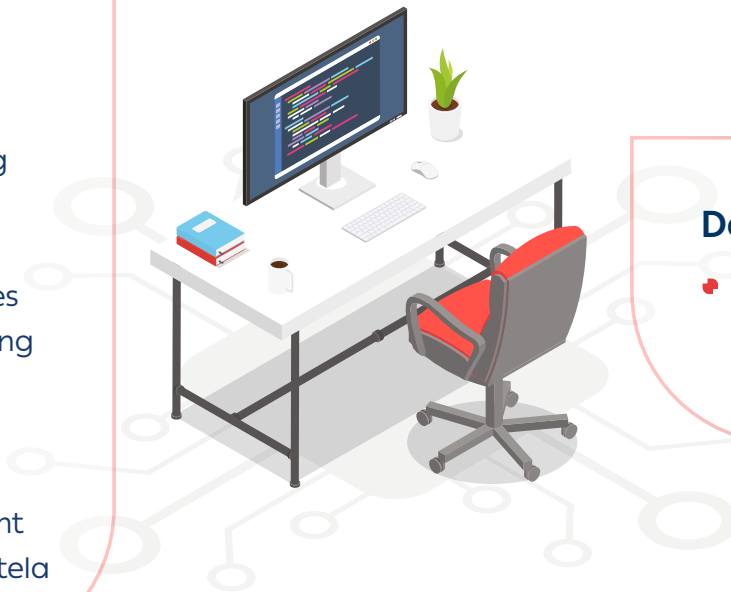## OPTIONAL ADD-ONS

Transcription of the recording into text

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# Backoffice Licence

## For users without communication channels

The Backoffice Licence is the ideal choice for administrators, supervisors, or users involved in resolving customer requests without using communication channels. This licence allows you to efficiently manage the Daktela application, monitor your team's activities, and participate in internal processes through ticket editing and commenting.

## Enables:

- Editing and commenting on tickets

- Access to modules for user monitoring and supervision

- Administration and management of the entire Daktela

## Doesn't enable:

- Use of any communication channels

## LICENCE

Charged per user

## OPTIONAL ADD-ONS

CRM Extension

# Custom activity

## Track time spent on custom-defined tasks for better oversight

Not all tasks are solely related to time spent on calls or messages with customers. With the Custom Activities feature, you can track the time dedicated to various tasks based on your specific needs. Through the API, you can easily sync the start and end of tasks in other systems, ensuring all work is properly recorded. Built-in statistics provide an overview of completed tasks and help identify any potential areas for improvement.
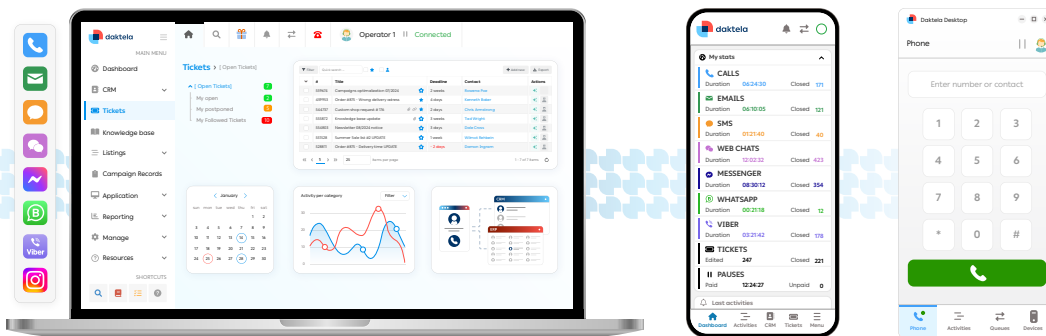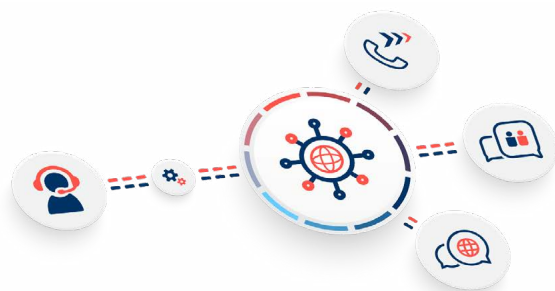
## ENABLES:

 Custom activity tracking

 Access to statistics and logs



## LICENCE

### Charged per user

# Licence Packages

## Multiple communication channels in a discounted package

Choose a smart package tailored to your needs and ensure comprehensive coverage for customer communication from all angles. Our bundles offer discounted pricing on all key licences for your users, providing a cost-effective solution for managing multiple communication channels.

## AVAILABLE PACKAGES

| | |
|---|---|
| **Voice + E-mail** | PRODUCT CODE 3.01 |
| **Voice + E-mail + Webchat** | PRODUCT CODE 3.02 |
| **Voice + E-mail + Social Media** | PRODUCT CODE 3.03 |
| **Complete package (includes all channels)** | PRODUCT CODE 3.09 |

## LICENCE

**Charged per user**

## OPTIONAL ADD-ONS

**CRM Add-On**

**Call Recording**

AI Agent in the form of a Chatbot or voicebot to handle the majority of your conversations

Enhanced written communication with clients through Daktela Copilot

# CRM

## Client and partner database always at Your fingertips

With our user-friendly CRM module, you can easily import companies and contacts you work with. Keep their calls and messages across all channels in one place, and maintain a clear overview of your communication volume.

## ENABLES:

Access to CRM Module

Customisable contact and company forms

Import and export of client database

Integration with third-party CRMs

Client communication history

CRM in the mobile ap

Identification of calls and messages by contact name

Available API for smooth integration

## LICENCE

Charged per user

Available for purchase with any type of user licence

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# Campaign Dialling Package

## Advanced Contact Database Dialling

The package offers two options for smart dialling of your contact database, with the ability to create a custom form for gathering information from answered calls. It allows you to set the number of call attempts and time intervals for redialling contacts. The system also automatically logs reasons for unsuccessful calls. Save your operators' time by automating the dialling process and streamlining the operations of your contact centre.

## PROGRESSIVE

Calls are automatically dialled for the operator

An operator is allocated specific time slots to work with each contact

## PREDICTIVE

The system dials multiple calls simultaneously

It calculates the ideal number of calls to be dialled based on previous traffic

An operator is connected to a customer only once the call is answered

## LICENCE

Charged per user
Both types of campaigns available

## OPTIONAL ADD-ONS

Voicemail Detection

# Robocaller

## A tool for efficient dialling without the need for operator involvement
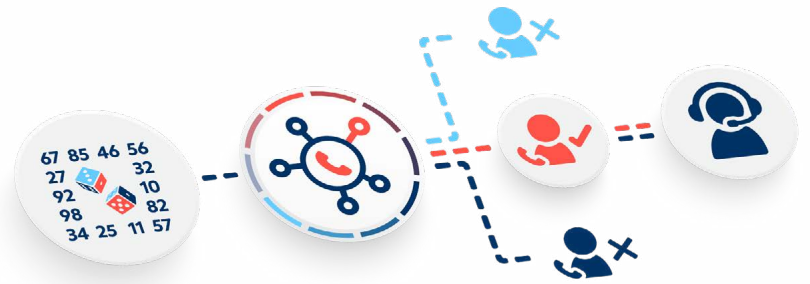
Automate customer calls and choose how the call will be handled after it is answered or declined. Set the number of simultaneous calls where Robocaller dials clients. The results of the dialling campaign can be saved to the required module in Daktela.

## RECEIVED CALLS

Direct a customer to an IVR menu with options, or play a message generated by text-to-speech or your own recording.
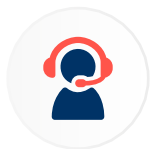
Set the conditions under which the call is forwarded to a live operator or placed in a queue.

Give a customer an option to request a callback from your operators.

## MISSED CALLS

Set how many times and at what intervals the Robocaller should attempt to call again.

Use statuses to track why customers could not be reached.

## LICENCE

**Charged based on the number of simultaneous calls**

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# TTS and Call Steering

## Advanced automated voice features package for Your PBX

Enhance incoming customer calls with features that save you time. Dynamically play a message with just a few clicks, or allow a customer to choose which operator they need to connect with.

## TEXT-TO-SPEECH
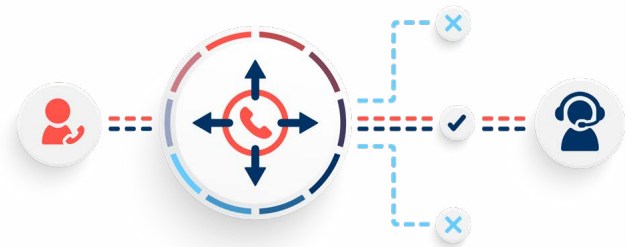
Generic voice
in multiple languages

The message is dynamically
generated based on the
inserted text

Quick deployment in case
of a crisis situation

## CALL STEERING

Customers can verbally state
who they want to connect with

Smart routing to
specific operators

Save time by avoiding
unnecessary call transfers

## LICENCE

Charged **per month**
Charged **for the entire PBX**

# Voicemail Detection

## Advanced feature for Your campaign dialling

Our advanced AI technology achieves over 90% accuracy in detecting voicemail during your campaign dialling. These calls are automatically terminated and flagged. Don't waste your time on unanswered calls and save costs by focusing only on successful connections.

## ENABLES:

Detects voicemail

Recognises selected language

Tags the contact upon detection

## LICENCE

**Charged per month**
**Charged for the entire PBX**
**Requires purchase of Robocaller or Campaign Dialling licence**

# Call Transcription

## Automatic call transcription converts calls into text format

Have your calls transcribed into written form, making post-call reviews easier. Transcription additionally supports two advanced paid features – **AI Topics** and **AI QA Reviews** – enabling further call analysis.

## ENABLES:

Call transcription to text

Speaker recognition

Transcript preview in each activity

## LICENCE

**Charged per minute**
**Minimum package of 5,000 minutes**

## OPTIONAL ADD-ONS

**AI Topics** for post-call analysis tailored to your needs

**AI QA** for automatic operator performance assessment

# Daktela Copilot

## AI assistant
## for written communication

Leverage the advanced Copilot features to transform your written communication into effective and impactful conversations. Simplify interactions with your clients and deliver quick, professional responses like never before.

## ENABLES:

### Rephrasing

Generates written content based on your selected communication style, whether it's formal, friendly, or an extended message

### Translation

Break down language barriers in just a few clicks, translating both your messages and those from your customers

### Custom GPT Prompts

Set your own style and tone of voice for GPT to craft messages tailored to your specific needs

### Summarisation

Quickly summarise extensive client communications in a ticket, giving you an instant overview

### Templates

Suggests response templates based on historical data, perfectly suited to the situation at hand

## LICENCE

### Charged per user

# AI Power Pack

## An automated evaluation package using artificial intelligence

Stop wasting your time on manual ticket categorisation, analysing client conversation topics, or evaluating operator performance. Harness the power of our AI package to automate these time-consuming tasks!
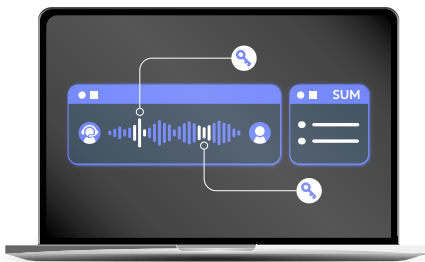
### AI TOPICS

It analyses conversations between operators and clients based on the keywords you set. Get automatic call summaries, identify the conversation's topic, or track the sentiment of both parties. With simple configuration, you can monitor everything that matters to you.

**Each query consumes 15 tokens.**
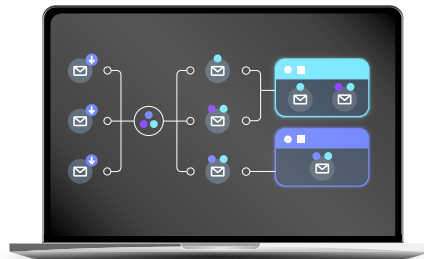
### AUTOMATIC CATEGORISATION AND TAGGING

Avoid misclassification of incoming emails and speed up your response time. Using historical data, our AI will automatically categorise and tag tickets, ensuring that emails always reach the right people.

**Each activity consumes 1 token per category and 1 token per status.**
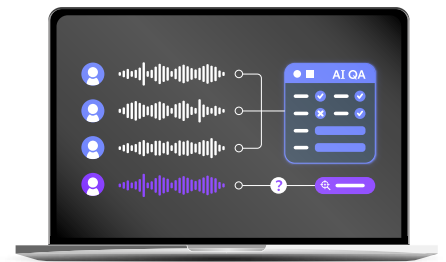
### AI QA

Automate the evaluation of operator activities based on your customised form with a defined scoring scale. Use filters to select only the activities you wish to assess. Our AI assistant quickly and accurately evaluates large volumes of conversations that would otherwise take days to process.

**Each query consumes 15 tokens.**

## LICENCE

Consumes tokens
Packages available in increments of 80k tokens
AI Topics and AI QA require a Call Transcription licence.

# Workforce Management

**Cutting-edge software designed for shift planning and forecasting**
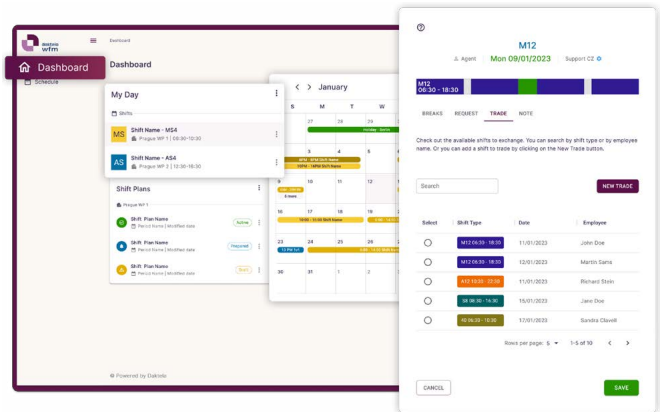


Daktela WFM provides an efficient and reliable solution for **managing agent shifts** and optimizing staffing levels to meet demand. Our advanced forecasting algorithms use past traffic data to **accurately predict upcoming demand**, allowing adjustments in staffing levels accordingly and avoiding over or under-staffing.

Agents can submit shift requests and managers can easily review and approve them. Our software also considers all HR rules and regulations. The result is an optimal shift plan that **maximises efficiency**, **reduces costs**, and ultimately **enhances customer satisfaction**.

## ENABLES:

Traffic prediction

HR rules application

Staffing need definition

Shift swapping

Shift scheduling

Vacations and other requests

## LICENCE

One-time installation fee

Monthly licence for operator

Managers and Team leaders are free of charge

## AI agent
# Chatbot

**24/7 Support for Your customers, whenever they need it**

Allow your customers to get answers even in the late hours. Deploying AI on web chat, Facebook, and other text-based channels automates most conversations. The chatbot handles common inquiries, freeing up your operators to focus on those that truly require a personal touch.

## ENABLES:

24/7 Availability

NLP Technology

Multilingual conversations

Extensive template library

Intuitive conversation builder

Conversation logs
and in-depth analysis

## LICENCE

**Fixed price per month + token consumption**
**Tokens are consumed according to the complexity of conversations**

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## AI agent
# Voicebot

**24/7 support for your customers
or automated customer dialling**

Harness the power of artificial intelligence to optimise communication and achieve greater efficiency with 24/7 availability. Our intuitive communication flow builder allows you to easily tailor interactions to your needs, and with coherent integration with other systems, you'll ensure smooth operations across all processes.

## ENABLES:

**24/7 Availability**

**NLP Technology**

**Multilingual communication**

**Extensive template library**

**Intuitive conversation builder**

**Conversation logs
and in-depth analysis**

## LICENCE

Fixed price **per month** + **token** consumption + consumption of **minutes** used
Tokens are consumed according to the **complexity** of conversations

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## AI agent
# Emailbot

**Email responses available all day, including weekends**

Provide your customers with instant email responses at any time of day. The AI Mailbot efficiently handles repetitive queries, significantly reducing costs. With an intuitive conversation builder, you can easily customise interactions to meet specific needs. Seamless integration with other systems ensures that responses always include the necessary information.

## ENABLES:

24/7 Availability

NLP Technology

Multilingual communication

Extensive template library

Intuitive conversation builder

Conversation logs and in-depth analysis

## LICENCE

**Fixed price per month + token consumption**
Tokens are consumed according to the complexity of conversations

**daktela**

## AI agent
# RBM Bot

### The next generation of SMS and MMS
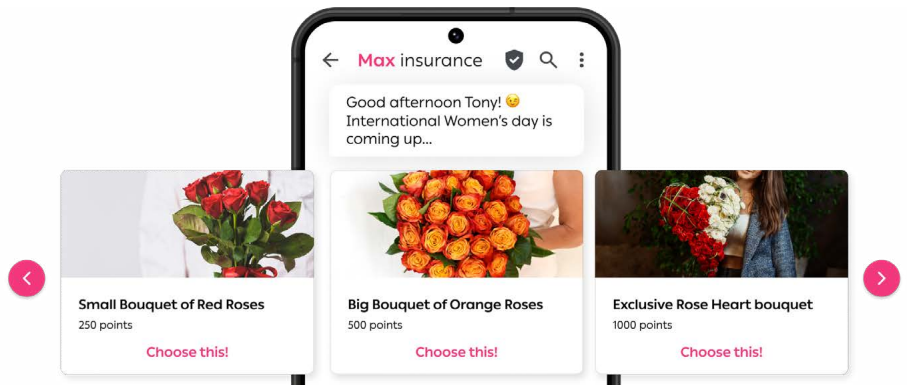
RBM technology brings a new dimension to customer communication by transforming regular SMS messages into more engaging and visually appealing formats. It works on Android devices and allows unlimited characters, as well as sending images, videos, and interactive carousels for maximum customer engagement. It easily integrates with other systems like payment gateways, maps, or calendars, providing a comprehensive and convenient communication experience.

## ENABLES:

**24/7 Availability**

**NLP Technology**

**Multilingual communication**

**Extensive template library**

**Intuitive conversation builder**

**Conversation logs and in-depth analysis**

## LICENCE

**Fixed price per month + token consumption**
Tokens are consumed according to the complexity of conversations

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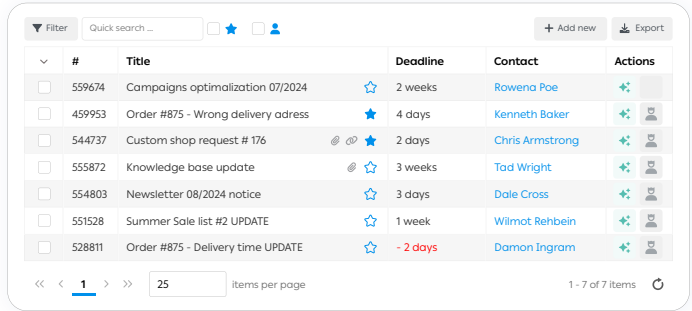
# Ticket Module

## Comprehensive management of your customers' requests



| | # | Title | | Deadline | Contact | Actions |
|---|---|---|---|---|---|---|
| | 559674 | Campaigns optimalization 07/2024 | ☆ | 2 weeks | Rowena Poe | |
| | 459953 | Order #875 - Wrong delivery adress | ★ | 4 days | Kenneth Baker | |
| | 544737 | Custom shop request # 176 | ★ | 2 days | Chris Armstrong | |
| | 555872 | Knowledge base update | ☆ | 3 weeks | Tad Wright | |
| | 554803 | Newsletter 08/2024 notice | ☆ | 3 days | Dale Cross | |
| | 551528 | Summer Sale list #2 UPDATE | ☆ | 1 week | Wilmot Rehbein | |
| | 528811 | Order #875 - Delivery time UPDATE | ☆ | - 2 days | Damon Ingram | |

The Ticket Module allows you to easily and efficiently handle requests from all communication channels. Link calls, webchats, and emails to individual tickets and gain a chronological overview of all customer interactions. With internal comments and user-submitted data at your disposal, you'll never miss any critical information.

## KEY FEATURES INCLUDE:

Centralization
of customer requests

Assigning ticket ownership
for accountability

Tagging request types
using statuses

Creating custom forms
for inputting information

Tracking the states
of individual requests

Monitoring request volumes
with predefined views

## Available for free as part of the product.

# Knowledge base

## Internal processes or technical procedures in a single application



Provide your operators with easy access to internal information using the Knowledge Base module, **all within your Daktela application**. Create articles, organize them into folders, and add attachments. Set article permissions to ensure every team always has the information they need!

## Available for free as part of the product.

# Events

## Automate processes inside and outside the application
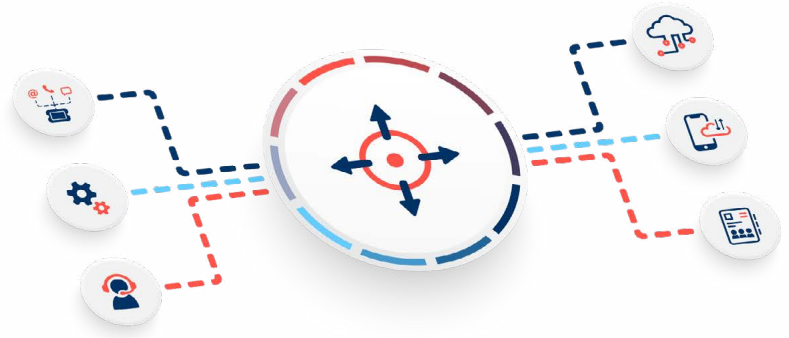
The Events module enables not only sending data via webhooks to external systems but also automating processes directly within the application. Set up responses to key events, such as ticket status changes or new order creation, to ensure efficient management and integration.

The application includes fully accessible API documentation for easy configuration of your events.

## AUTOMATIZUJE:

Ticket or campaign record updates
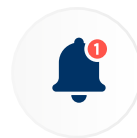
Notifications for critical events

Custom user pausing

Webhooks to other systems

CRM contact synchronization

**Available for free as part of the product.**

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# Realtime panel

**Stay on top of your contact center's activity with just one click**

The Realtime Dashboard module provides team leaders with instant insights into operator states, the number of pending activities, and team workload. It enables quick responses to dynamic situations, operational optimization, and smooth customer support operations.

## KEY FEATURES INCLUDE:



- ◄ **Pending activities**
- ◄ **Operator occupancy**
- ◄ **Pause usage**
- ◄ **Queue overview**

**Available for free as part of the product.**

# Reporting

## Measure and analyze with advanced reporting tools

The Reporting Module provides all the insights you need for strategic decision-making and optimizing your contact center operations. With clear charts, tables, and automated reporting options, you'll have a complete overview of key performance indicators (KPIs).

## ENABLES:
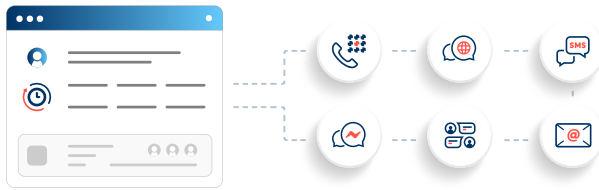
### PREDEFINED REPORTS
Access a wide range of ready-made reports covering all communication channels.

### INTERACTIVE VISUALIZATIONS
Track trends and performance with dynamic charts and overviews.

### AUTOMATED SCHEDULING
Set up regular report generation and delivery directly to your inbox.

### DATA EXPORT
Download reports in formats like Excel, CSV, or PDF for further analysis.

## Available for free as part of the product.

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# Wallboards

## Real-time performance monitoring for your contact center



Daktela Wallboards are a powerful tool for displaying key metrics of your contact center in real time. This module offers a clear and customizable view of data to help you quickly respond to changes, motivate your team, and manage operations efficiently.
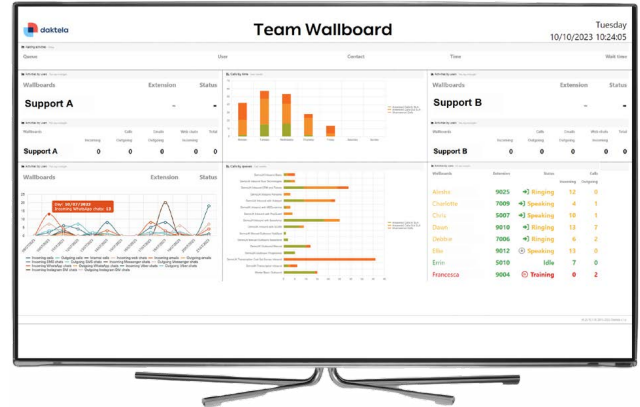


## ENABLES:

Customizable panels

Visual alerts for exceeding set thresholds

A selection of pre-designed widgets

Data projection from other systems via iframe widgets

Statistics displayed in tables or charts

Real-time data visualization

## Available for free as part of the product.
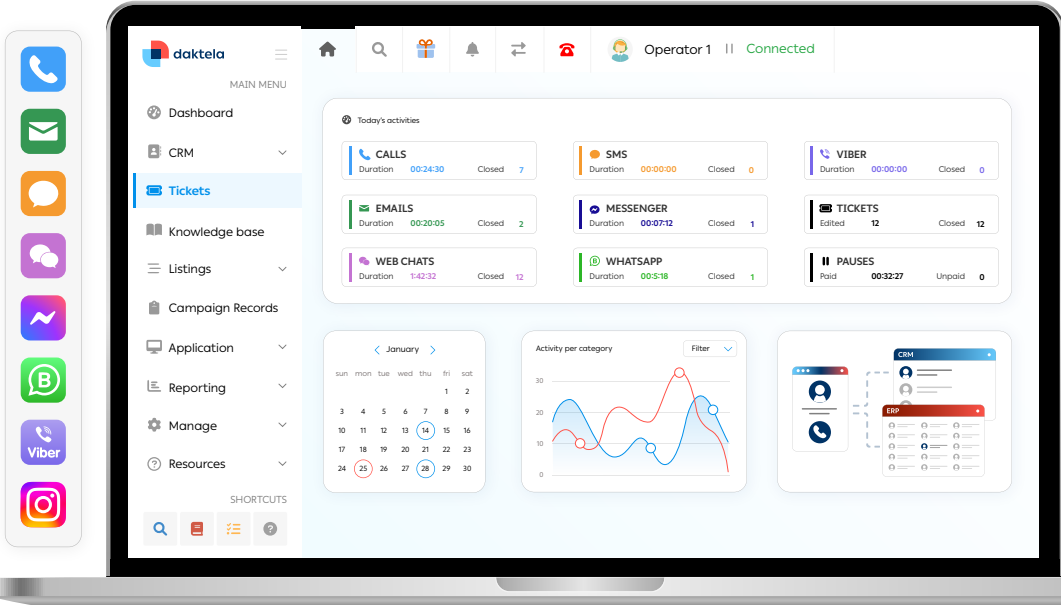
# Dashboard

**The homepage for a quick overview tailored to every user**

The Dashboard serves as the starting page for every user and is built from customizable widgets. These include a calendar, personal statistics, recent activities, various operational overviews, and iframe widgets for displaying external content. It enables users to instantly monitor their work activities and the status of the call center, ensuring more efficient management of daily tasks.

## THE DASHBOARD INCLUDES, FOR EXAMPLE:

◄ **My Activities Today**

◄ **Calendar**

◄ **Statistics**

◄ **Iframe**

## Available for free as part of the product.

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# Administration

## Complete control of your application in your hands

An intuitive interface where you can configure the entire Daktela application to suit your needs. Whether you need to define call routing or categorize incoming emails, this no-code module empowers you to handle everything effortlessly!

## UMOŽŇUJE SPRÁVU:

User management and permissions

CRM database management

Call routing setup

Ticket categorization

Custom forms and call scripts

System integrations

License management module

Automation with events

## Available for free as part of the product.

# Listings

**Comprehensive overview of every interaction and system change**

The Logs module provides a detailed overview of all communication and user activities in your contact center. It enables you to retrieve calls or written conversations, monitor operator performance, and review their work timelines. Advanced filters ensure you can always access the information you need.

## UMOŽŇUJE:

All interactions and activities

User activity tracking

Logs of unanswered calls

Detailed audit of all changes

QA review evaluations

Export of filtered data

## Available for free as part of the product.

# Resources

**Easy access to documentation, training, and the latest updates**

Daktela provides you with comprehensive support through a clear and centralized approach to all essential information. From detailed documentation and planned updates to e-learning materials – everything you need for efficient work is within your reach.

## MAKES AVAILABLE:

Detailed product documentation

Real-time status of our services

Comprehensive API documentation for seamless integration

E-learning for all types of users

Changelog and roadmap for individual features

AI chatbot to assist with using Daktela

**Available for free as part of the product.**

# License Management

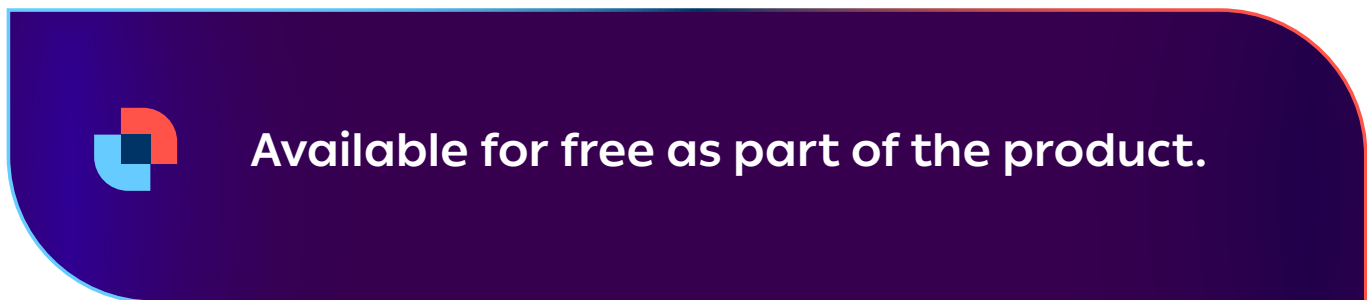**Flexible license management for your contact center**

**Take full control of your licenses** – monitor their cost, current usage, and adjust the number flexibly based on your team's needs for the next month! Whether you run a small team or a large-scale center, the flexible licensing model ensures you pay only for what you truly need, making it easy to adapt to changing requirements.

## LICENSE OVERVIEW:

| Voice | ----- € per month |
|---|---|
| 30 This month | – + |
| 30 Next month | – + |

| Email | ----- € per month |
|---|---|
| 10 This month | – + |
| 10 Next month | – + |

| Webchat | ----- € per month |
|---|---|
| 20 This month | – + |
| 20 Next month | – + |

| Social sites | ----- € per month |
|---|---|
| 40 This month | – + |
| 40 Next month | – + |

| SMS | ----- € per month |
|---|---|
| 5 This month | – + |
| 5 Next month | – + |

| RBM | ----- € per month |
|---|---|
| 5 This month | – + |
| 5 Next month | – + |

## OVERVIEW PER USER:

| Users | Voice | Email | Webchat | SMS | Social sites |
|---|---|---|---|---|---|
| AdminPBX | ✔ | ✔ | ✔ | ✖ | ✔ |
| Teamleader | ✔ | ✔ | ✔ | ✖ | ✔ |
| Support_01 | ✔ | ✔ | ✔ | ✖ | ✖ |
| Support_02 | ✔ | ✔ | ✔ | ✖ | ✖ |
| Support_03 | ✔ | ✖ | ✖ | ✖ | ✔ |
| Complaints_01 | ✔ | ✔ | ✔ | ✖ | ✖ |
| Complaints_02 | ✔ | ✔ | ✔ | ✖ | ✖ |
| Sales_01 | ✔ | ✔ | ✔ | ✖ | ✔ |
| Sales_02 | ✔ | ✔ | ✔ | ✖ | ✔ |
| Sales_03 | ✔ | ✖ | ✖ | ✖ | ✖ |
| Test_01 | ✔ | ✖ | ✖ | ✖ | ✖ |
| Test_02 | ✔ | ✖ | ✖ | ✖ | ✖ |

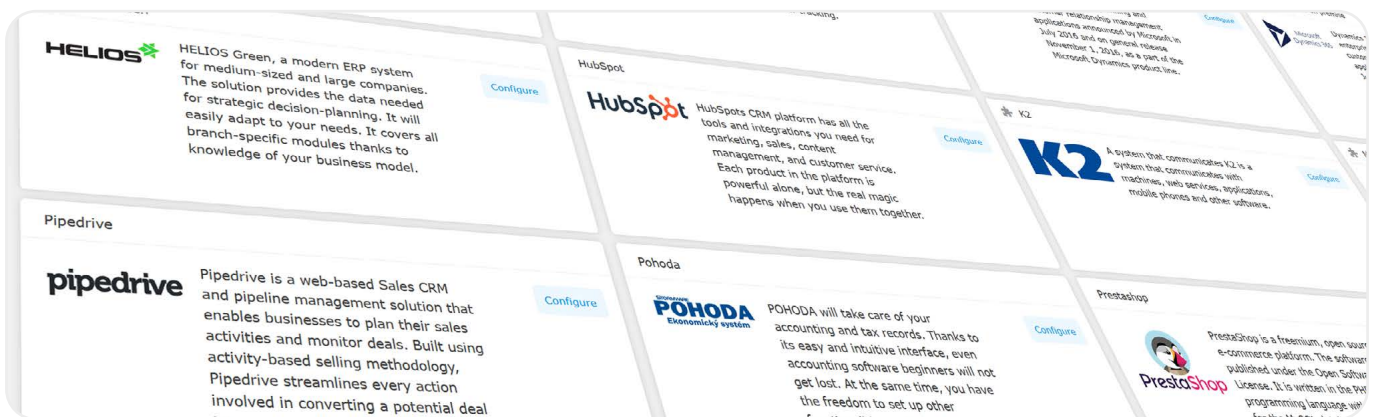## Available for free as part of the product.
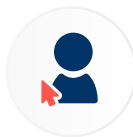
# daktela

# Integrations

## Connect key tools and get more out of your systems

The Integrations module allows you to link your contact center with the tools and systems you already use. Simplify workflows, automate routine tasks, and ensure seamless data flow between platforms – all without complex IT interventions.



Seamless CRM integration

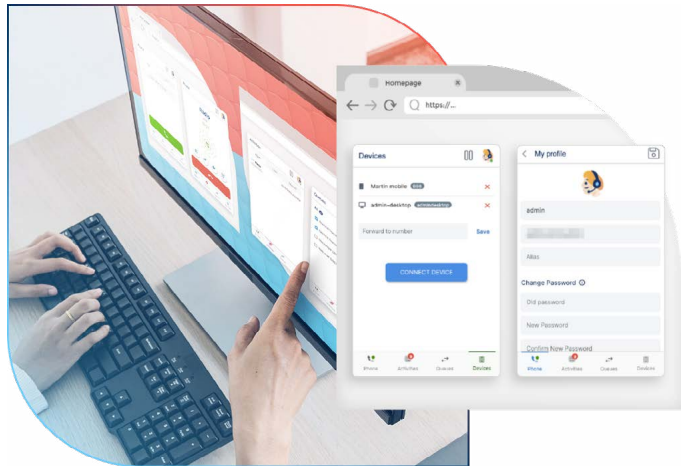SSO support for easy and secure sign-single on access

External library integration

## Available for free as part of the product.

# Browser Extension

**Make calls directly from your browser – no installation required**



The Daktela Browser Extension (WebRTC phone) allows you to make and receive calls directly from your web browser without the need for physical phones or additional devices. All you need is an internet connection and a headset. It's the perfect solution for home-office users or shared workspaces in your office.
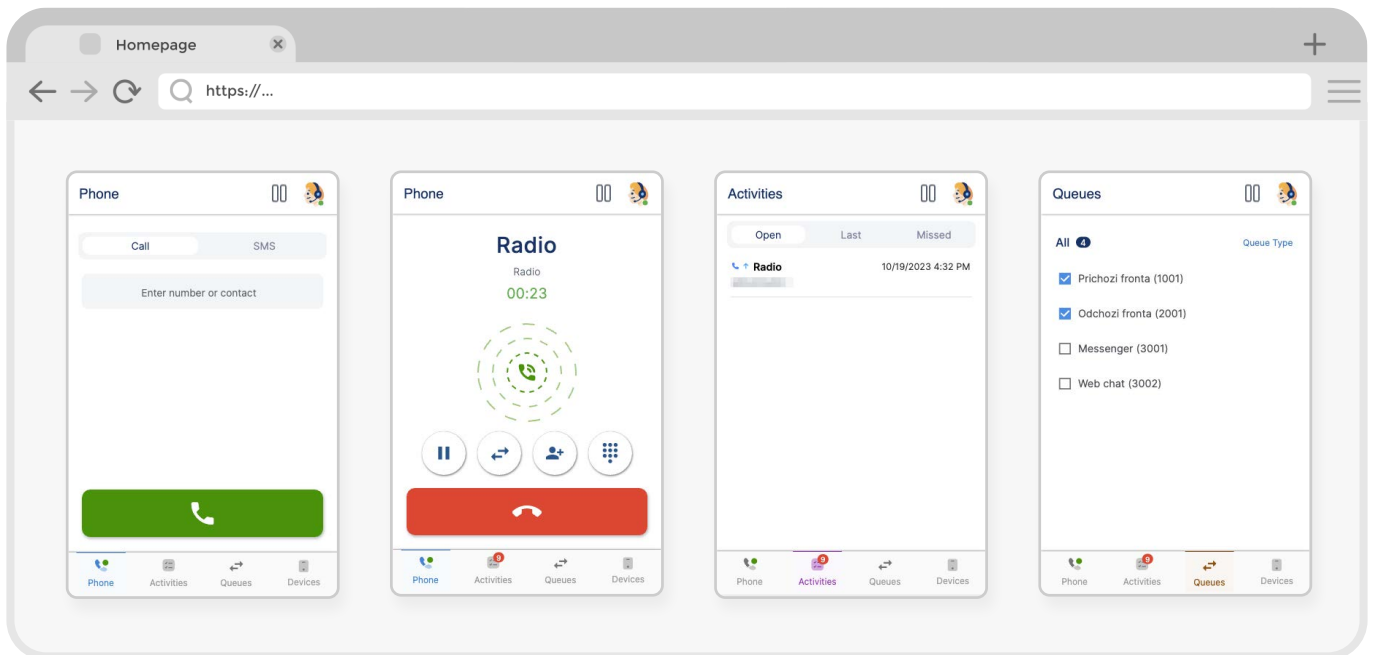


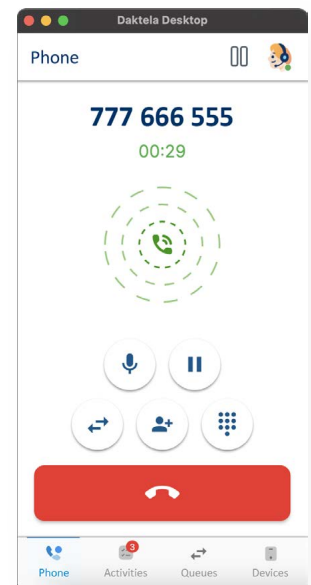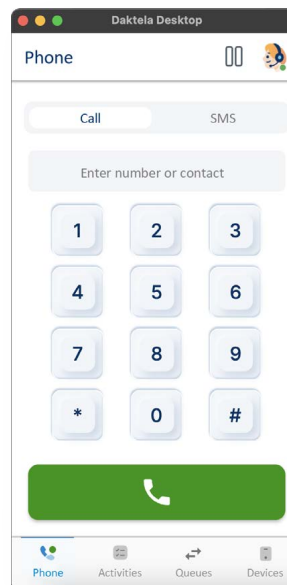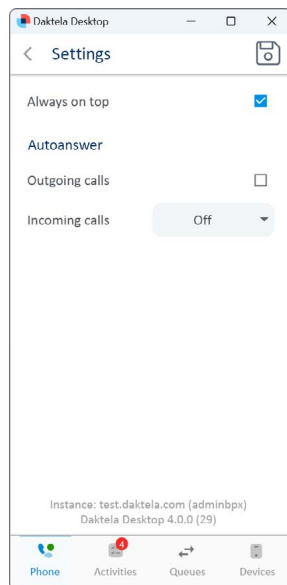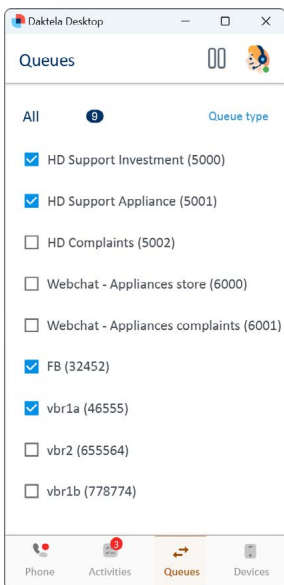## Available for free as part of the product.

# Desktop Application

## A fully integrated telephony client for your computer
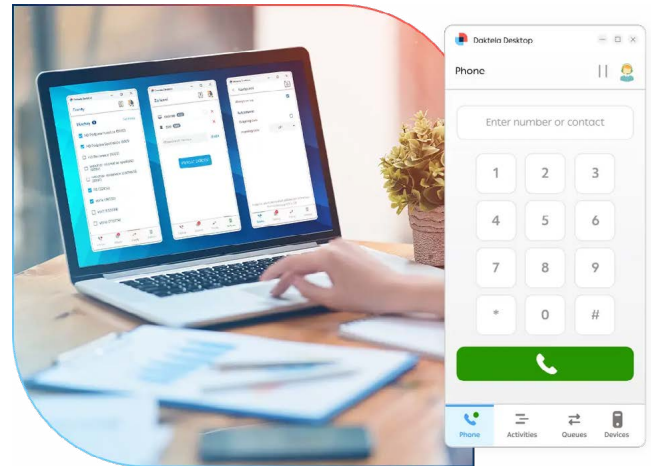
Making calls from your computer has never been easier! With our desktop application, you can comfortably make calls directly from your PC. Full integration with the contact center allows you to manage pauses, handle queues, view recent activities, and even choose your own ringtone. Forget the hassle of SIP devices – **simply download our app from the Microsoft Store or Apple Store and start calling right away!**



## Available for free as part of the product.