daktela

Daktela 2025.2

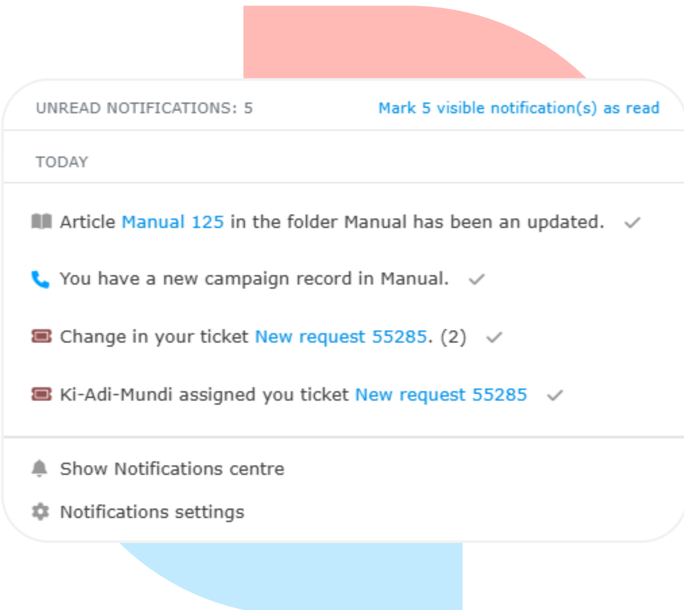
The 2025.2 release introduces several practical updates across the platform. Notifications are now easier to manage thanks to per-user customization and smarter grouping. Licensing has been simplified with behavior-based user types, including a new free "Passive" type for non-communicating roles. You can now restrict call transfers and pause visibility for better control in regulated environments. Other improvements include relation-based custom fields, enhanced API token handling, the ability to pin modules in the menu, new macro actions, and on-hold time tracking in statistics.

Explore what's new and see how new user type changes, smarter notifications, and many other new features can make your everyday work clearer and more manageable.

Feature Rework: Smarter Notifications

We've revamped the notification system to be more informative and less distracting:

- Customize which notifications you want to receive and how (toast, bell, mobile push).
- Repetitive updates can be grouped for better clarity.
- More notification triggers for various modules.
- For every user, we now allow configuration of email notifications per ticket category, synced with the e-mail notifications tab in category relations.



daktela

Feature Rework: User Licensing and Types

We simplified user setup and licensing by introducing behavior-based user types:

- Rights and Access **Types** have been removed – any combination can now be applied to any user type (except Cloud-Phone).
- A user's behavior is now determined by their user type, assigned rights, and access.
- Call Centre users must now always consume a licence, ensuring fair usage.
- *NEW* user type: Passive – This licence-free type is ideal for Daktela admins, shift managers, or API users who don't need access to communication channels or ticket comments.
- Backoffice users can now be allowed to make calls without a queue (consumes an additional Cloud-Phone licence if enabled). They can also use pauses.
- PBX administrators are now visually flagged with a gear icon and explanatory tooltip in user management.

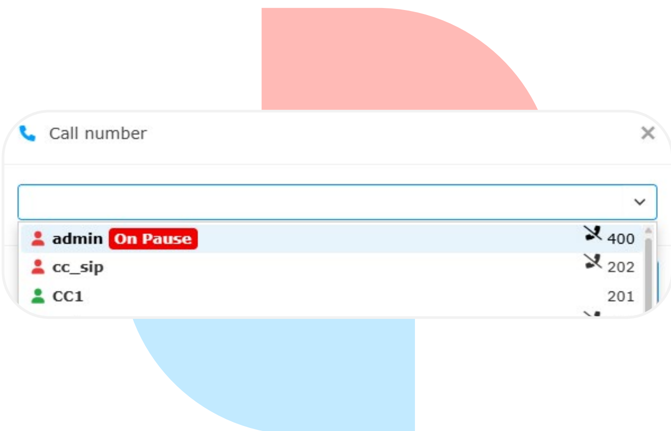
This redesign eliminates confusion and improves transparency in licence usage.

New Feature: Call Transfers and Pauses visibility

New privacy settings now allow admins to:

- Restrict transfers to users or queues outside the caller's assigned rights.
- Control whether users can see pause titles of other users. If disabled, pauses are labelled generically („On Pause").

These settings apply across Web, Mobile, Desktop, WebRTC with the exception of the Realtime panel module.



daktela@daktela.com daktela.com Daktela WhatsApp (420226211245)

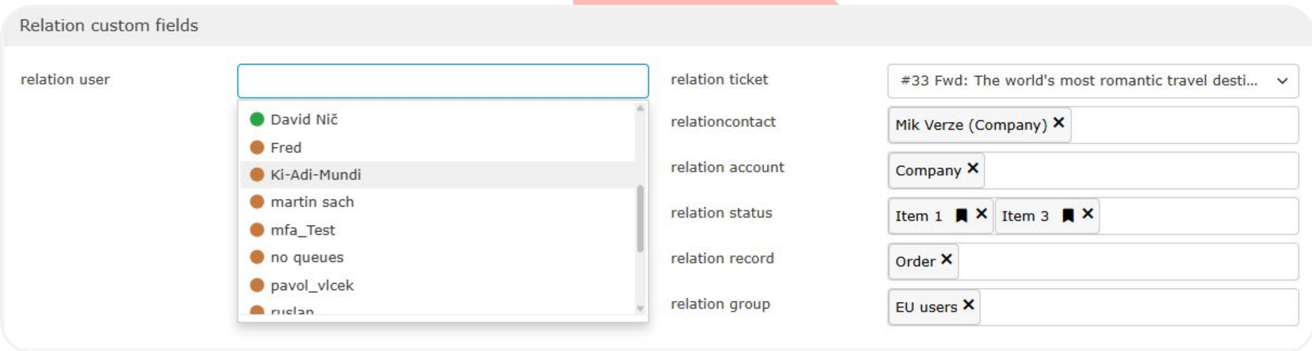
daktela

New Feature: Relation-Based Custom Fields

You can now link data more intelligently with a brand-new **Relation** custom field type. Whether referencing users, tickets, CRM records, or accounts, these fields allow agents to connect items through structured lookups—perfect for advanced workflows and filtering.

The field supports both single and multi-select modes. Once selected, items display with informative labels and include clickable links for quick navigation. Filtering is permission-aware, so users only see data they have access to, while still allowing global viewing of prefilled values.

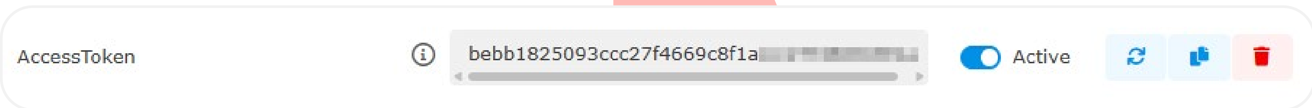
New custom field types: Ticket, Contact, Account, User, Status, CRM record, Group



Feature Rework: API Tokens Management

Managing API tokens is now more secure and flexible. Administrators can regenerate, disable, delete, or add new tokens directly in the interface. We've also added visibility into creation and last-used timestamps.

On the frontend, we now use JWT (JSON Web Tokens) instead of exposing static tokens—offering improved protection by limiting token lifespan and reducing the risk of misuse. Unused tokens older than 12 months can now be cleaned up automatically via script.



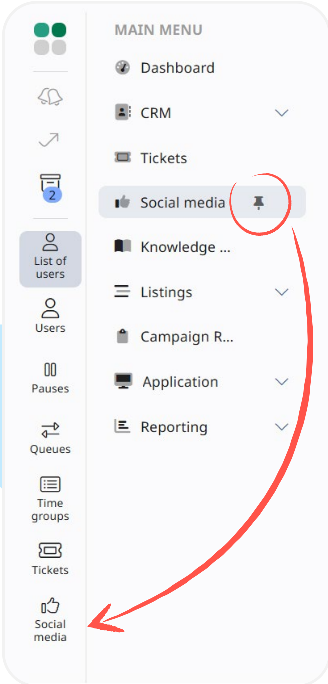
daktela

New Feature: Pinning Modules and Submodules

Users can now pin their most-used modules and submodules in the main navigation menu.

This feature is especially helpful in larger deployments where many modules are visible but only a few are used frequently.

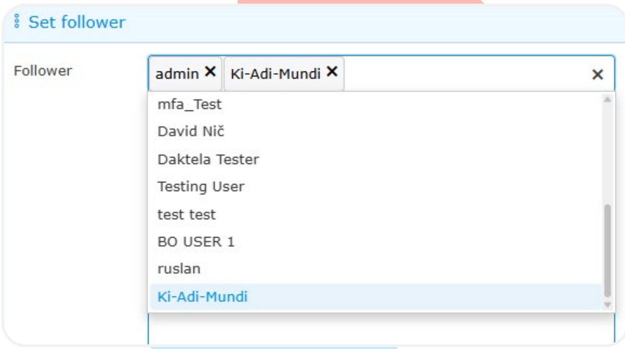
- Pinned items appear in the favorite section for easy access.
- One-click to pin or unpin any module or sub-module.
- Preferences persist across sessions.



Feature Improvements: New Macro Action - Set Follower

Admins can now create ticket macros that automatically set one or more followers on a ticket when triggered. This is especially useful in workflows where specific colleagues need to stay informed, even if the agent working the ticket doesn't know who they are.

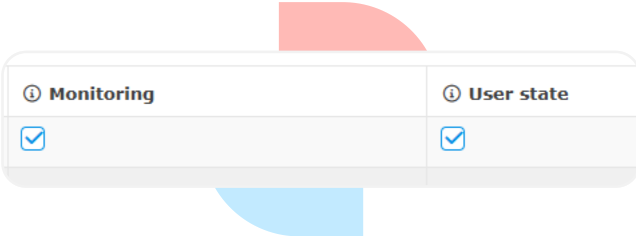
- Macros can now add one or more followers.
- Multiselect from PBX users.
- Existing followers remain untouched.



Feature Improvements: Realtime Action Buttons

We've enhanced the usability and access control of realtime action buttons based on feedback from enterprise customers.

- New access for user control buttons
- Batch actions like „Login to Queues" work even when a single user is selected.
- Login to Queues batch action does not offer queues that no selected user has rights to.

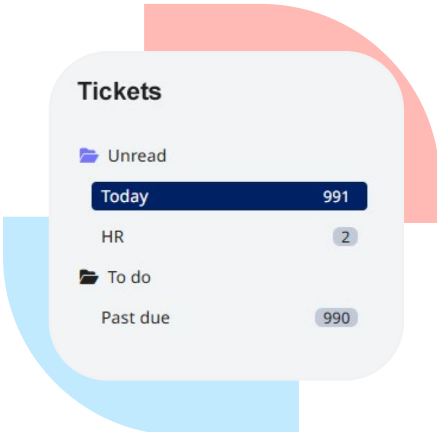


New Feature: Folder-Only Ticket Views

To simplify navigation in complex helpdesks, views in the ticket module can now act purely as folders.

This avoids user confusion when parent folders list ticket counts that don't match the sum of their sub-views.

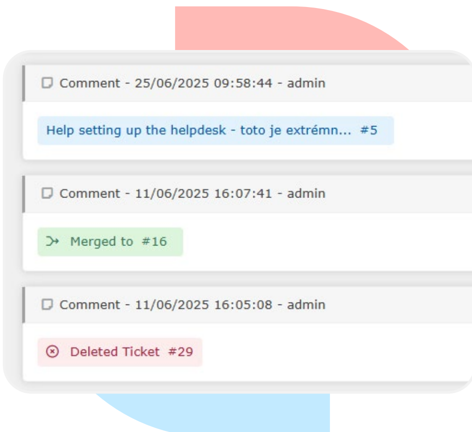
- "Folder only" checkbox removes the ticket list and counters.
- Helps reduce visual clutter in large setups.



New Feature: Referencing Tickets in Comments

Users can now reference other tickets directly inside comments using the # symbol, much like the user mentions. Typing # opens a filtered search of ticket names and numbers that the user has access to.

- Autocomplete suggests accessible tickets by name/number.
- Clickable visual elements are embedded in the comment.
- Also works by pasting ticket URLs (non-live snapshot).

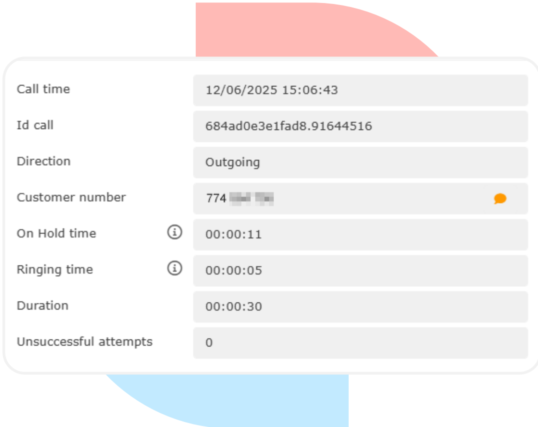


daktela

New Feature: On-Hold Time Statistics

You can now track how long customers spend on hold during calls. This includes time placed on hold manually as well as during assisted transfers between operators.

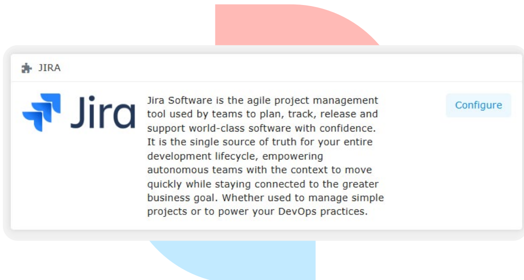
- Tracks manual and transfer-related hold time.
- View stats per queue, user, and over time.



Integration improvement: Two-Way JIRA Integration

We've upgraded our JIRA integration to support two-way data sync. The updated integration allows mapping of user accounts, use of static field prefixes, and automated field syncing between platforms.

- Two-way syncing with field mapping and prefixes.
- Automated field syncing between platforms.
- Better coordination between support and development teams.



New Small Features & Minor Improvements

- Buttons for Instagram & WhatsApp - Decision trees now support interactive buttons, like other chat platforms.
- Threaded Instagram Replies - Comments now appear as proper threads, with correct usernames
- Renamed modules - We've renamed the Manage module to Settings and the sub-module Settings to Workflows to make navigation and shortcut usage more intuitive.

daktela@daktela.com daktela.com Daktela WhatsApp (420226211245)