



# Product Catalogue



# 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





# 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**



# 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
-  Bulk message sending
-  Use of prepared templates
-  Mobile App
-  Administration of incoming SMS routing

## 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**



# 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

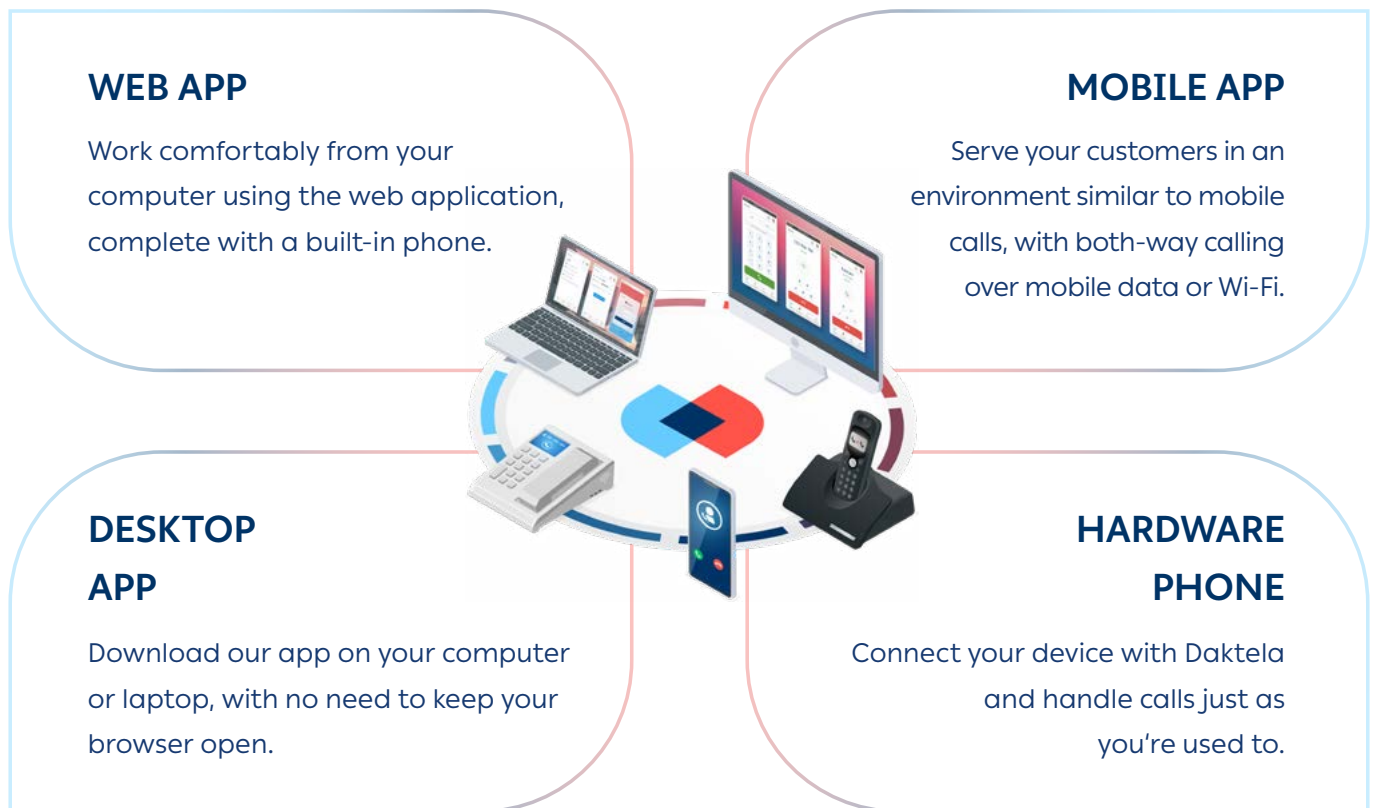




# Cloud Phone

**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!



## 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



# 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





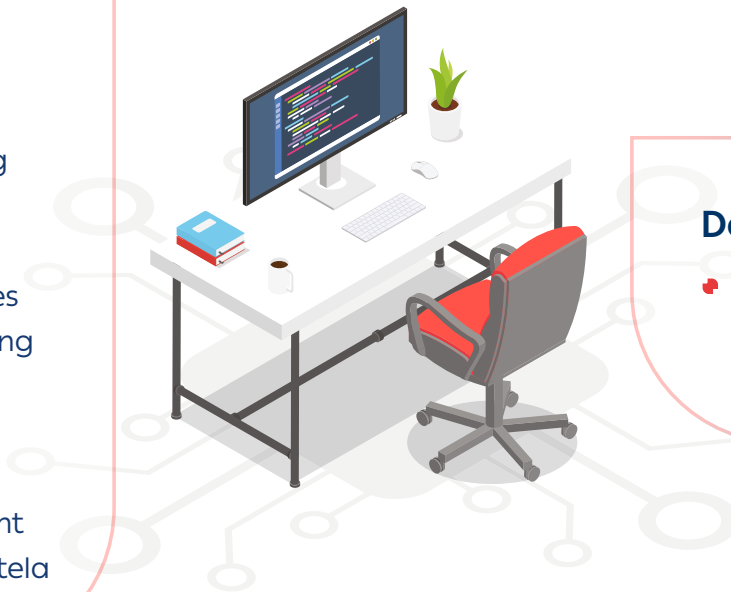
# Backoffice Licence

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.

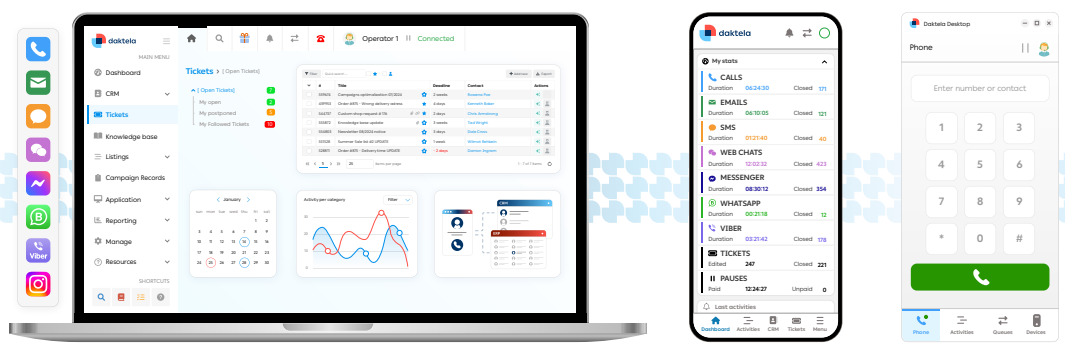
## ENABLES:



Custom activity tracking



Access to statistics and logs



## LICENCE

Charged per user













# 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 app
-  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





# 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

### PREDICTIVE



Calls are automatically dialled for the operator



The system dials multiple calls simultaneously



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



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





# TTS and Call Steering

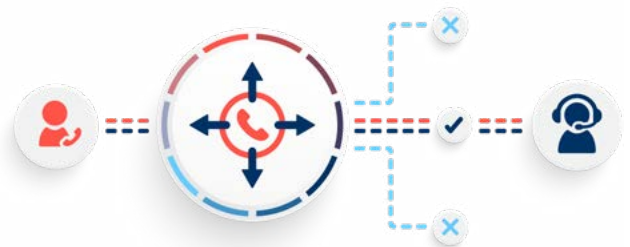


## Advanced automated voice features package for Your PBX

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

### CALL STEERING



Generic voice in multiple languages



Customers can verbally state who they want to connect with



The message is dynamically generated based on the inserted text



Smart routing to specific operators



Quick deployment in case of a crisis situation



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

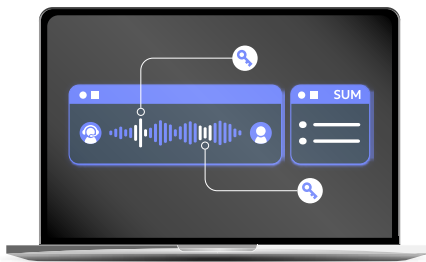




# AI Power Pack

An automated evaluation package using artificial intelligence

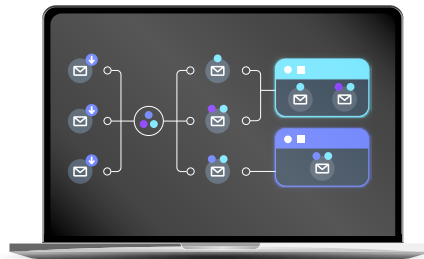
Stop wasting your time on manual ticket categorisation, analysing client conversation topics, or evaluating operator performance. Harness the power of our AI package to automate these time-consuming tasks!



## 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.

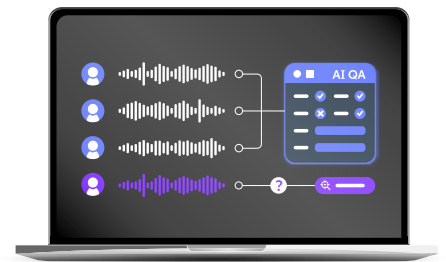
Each query consumes  
15 tokens.



## 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



A simple shift scheduling tool built specifically for omnichannel contact centers. Achieve optimal operations in a single click with AI-driven scheduling and forecasting. Stay compliant with both legal and internal policies.

Improve your scheduling by predicting customer demand with accurate, AI-powered forecasts based on historical data from every channel. Adjust and fine-tune forecasts in real time and stay on top of every change.

## ENABLES:



Schedule hundreds of agents for the entire month with just one click.



Built around your needs. Easily handle time-off requests, shift swaps, and part-time exceptions.



User friendly drag-and-drop interface to make change management effortless.



Build efficient schedules that improve agent utilization while maintaining service levels.



Native contact center integration. No need to manage users separately; everything mirrors your CC.



Adapt the system to the way you work with the REST API.

## LICENCE

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. Simply prompt your way to a fully customized conversation flow – no complex scripting required. The chatbot handles common inquiries, freeing up your operators to focus on those that truly require a personal touch.

## ENABLES:



**24/7**  
Availability



### AI Agent Conversation Flow

Chatbot driven by AI agent prompting that adapts the flow of the conversation in real time



**Multilingual**  
conversations



### Daktela Knowledge Base

Answers pulled directly from your knowledge base (RAG), including source citations



**Intuitive**  
conversation builder



### Native Escalation to Live Agents

Seamless transfer to a live operator with the transfer of the context of the entire conversation

## LICENCE

Select from our three flexible service tiers - [Lite](#) / [Advanced](#) / [Pro](#)  
to find the ideal balance of chat volume and automated support for your team.











# 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. Simply prompt your way to a fully customized conversation flow – no complex scripting required. With seamless integration with other systems, you'll ensure smooth operations across all processes.

## ENABLES:

-  **24/7 Availability**
-  **AI Agent Conversation Flow**  
Voice bot driven by AI agent prompting that adapts the flow of the call in real time
-  **Multilingual conversations**
-  **Daktela Knowledge Base**  
Answers pulled directly from your knowledge base
-  **Intuitive conversation builder**
-  **Native Escalation to Live Agents**  
Seamless transfer to a live operator with the transfer of the context of the entire conversation

## LICENCE

Select from our three flexible service tiers – **Lite / Advanced / Pro** to find the ideal balance of call volume and automated phone support for your team. Optionally enhance your setup with our **ElevenLabs Premium Voice Pack** for next-level vocal quality.



# AI agent Emailbot

Email responses available all day,  
including weekends



Provide your customers with instant email responses at any time of day. Simply prompt your way to a fully customized email flow – no complex scripting required. The AI Emailbot efficiently handles repetitive queries, significantly reducing costs. Seamless integration with other systems ensures that responses always include the necessary information.

## ENABLES:



**24/7**  
Availability



### AI Agent Conversation Flow

Emailbot driven by AI agent prompting that adapts the flow of the conversation in real time



**Multilingual**  
conversations



### Daktela Knowledge Base

Answers pulled directly from your knowledge base



**Intuitive**  
conversation builder



### AI-Suggested Replies for Operators

Emailbot automatically prepares suggestions for operators and allows editing or sending with one click

## LICENCE

Select from our three flexible service tiers - [Lite](#) / [Advanced](#) / [Pro](#)  
to find the ideal balance of email volume and automated support for your team.

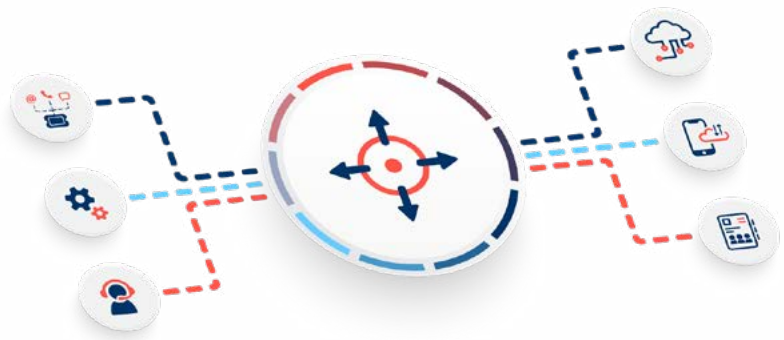






# Events

Automate processes inside and outside the application



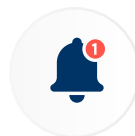
The Events module enables not only sending data via webhooks to external systems but also automating processes directly within the application. Set up responses to key events, such as ticket status changes or new order creation, to ensure efficient management and integration.

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

## AUTOMATES:



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.









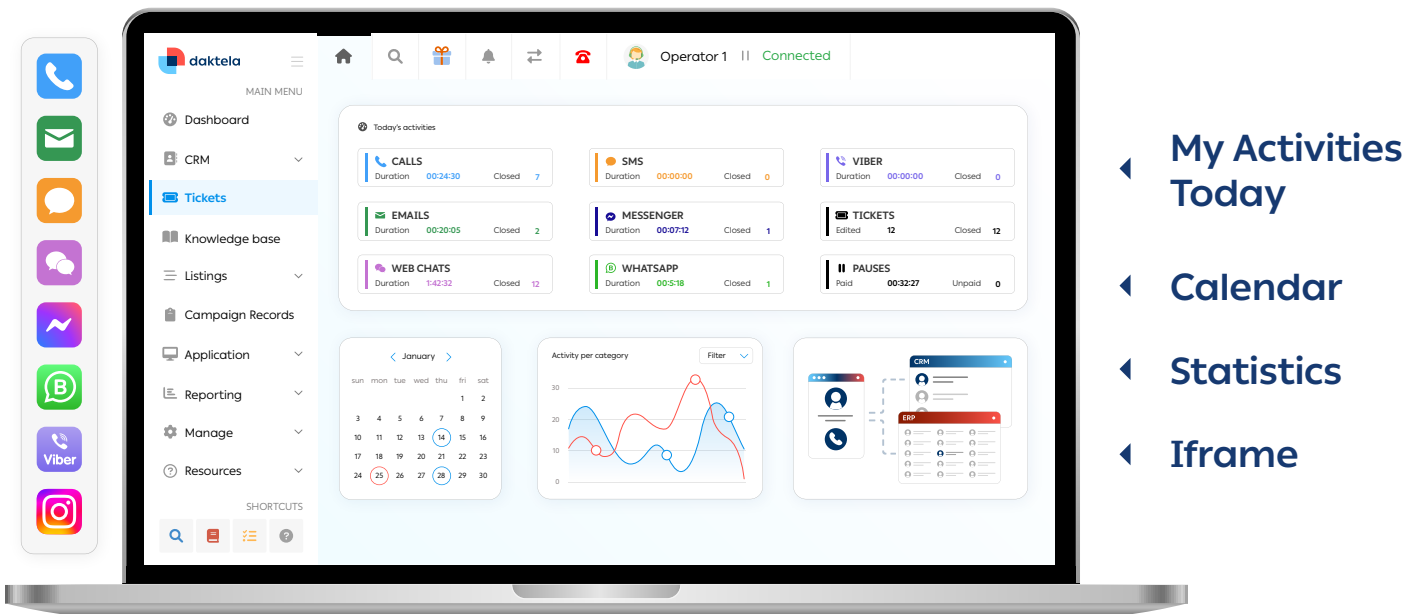
# Dashboard

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.



# Passive user

Complete control of your application  
in your hands



An intuitive interface where administrators, shift supervisors, and API users can configure and oversee the entire Daktela application – without consuming any license. Whether you need to manage users, set up routings, or monitor operations, the Passive user type gives you full control at no extra cost.

## ALLOWS MANAGEMENT OF:



Users and permissions



Custom forms and call scripts



CRM database



System integrations



Call routing setup



License module



Ticket categorization



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.

## ENABLES:



All interactions and activities



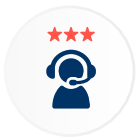
User activity tracking



Logs of unanswered calls



Detailed audit of all changes



QA review evaluations



Export of filtered data



Available for free as part of the product.





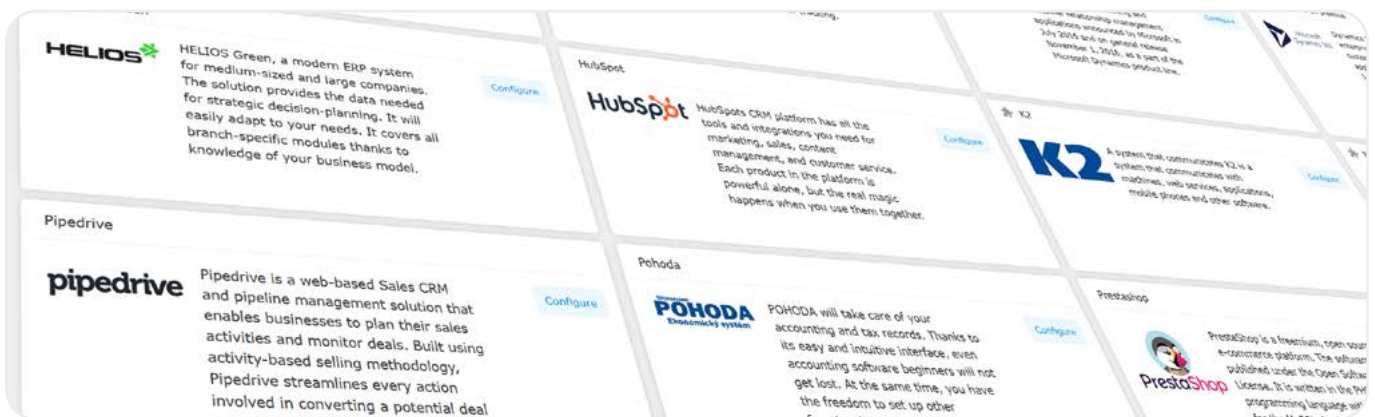


# Integrations

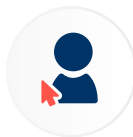
Connect key tools and get more out of your systems



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

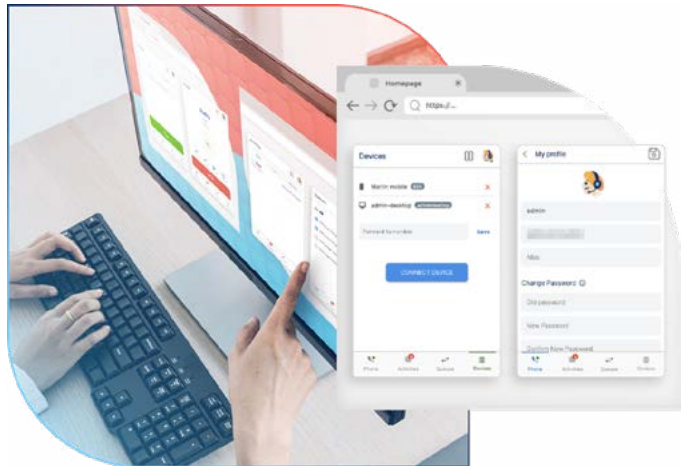


Available for free as part of the product.

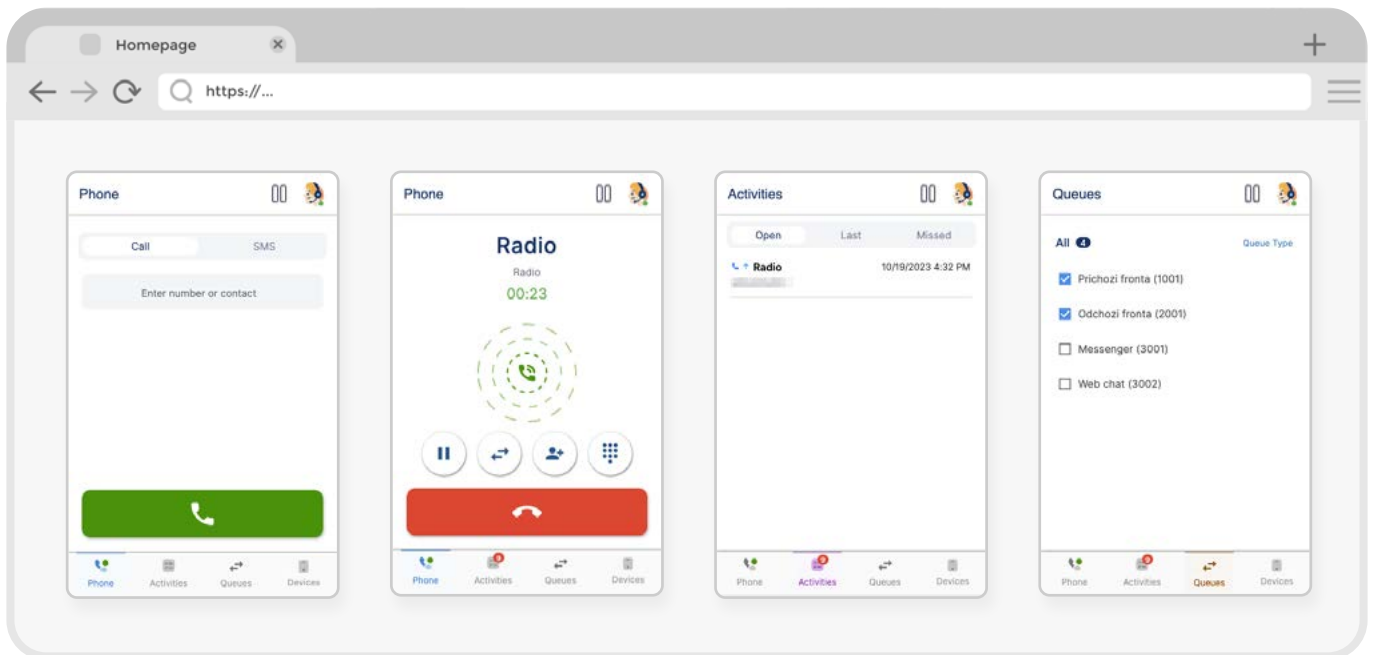


# Browser Extension

**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.

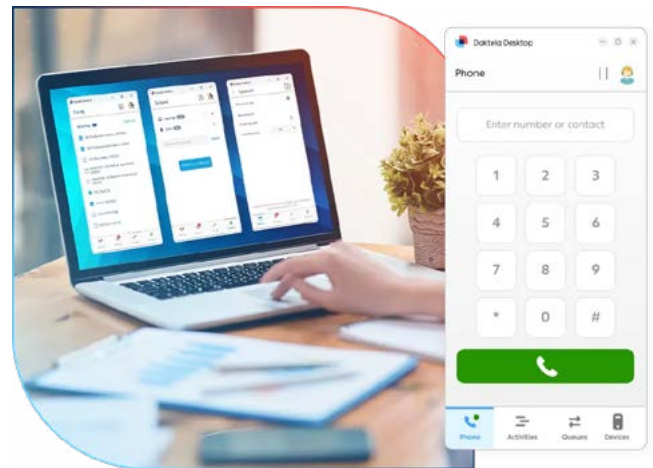


**Available for free as part of the product.**

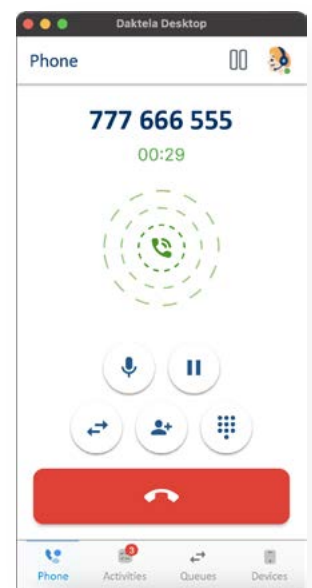
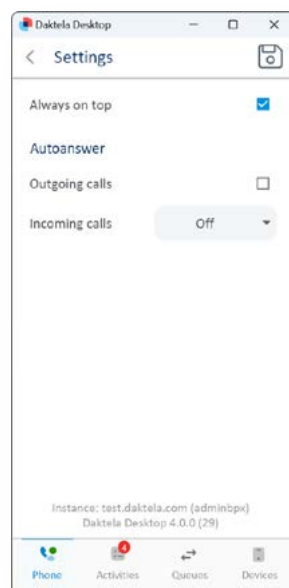
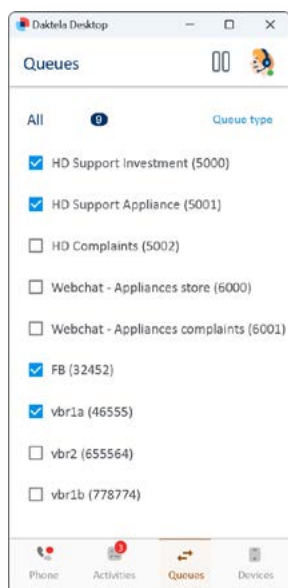


# Desktop Application

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.