



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



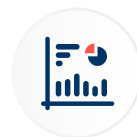
Creation of custom templates and signatures



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

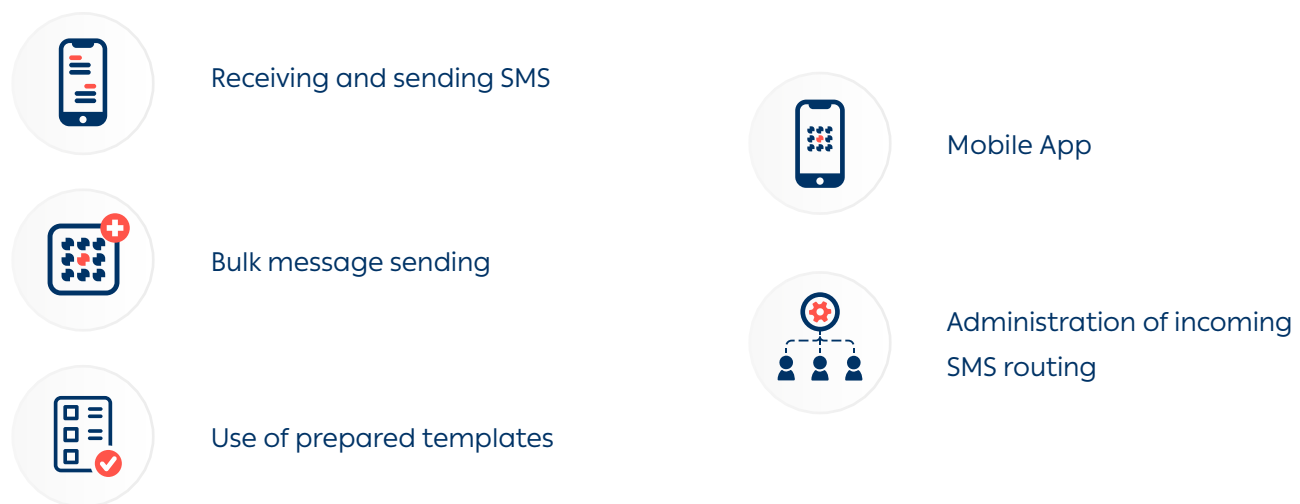
**A proven communication channel
for connecting with your customers**



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:



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!

WEB APP

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

MOBILE APP

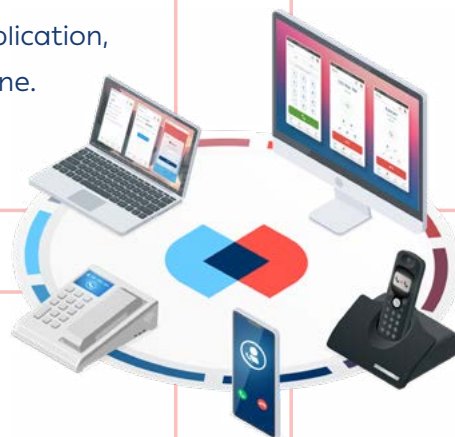
Serve your customers in an environment similar to mobile calls, with both-way calling over mobile data or Wi-Fi.

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



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



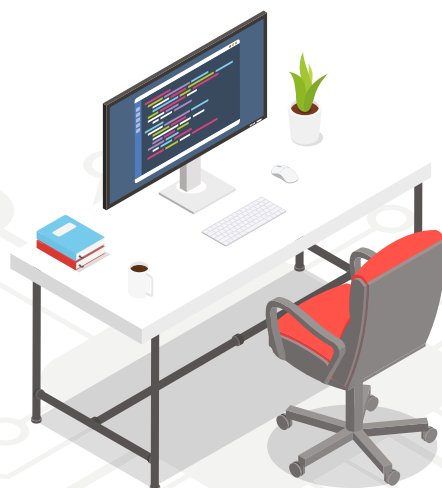
Backoffice Licence

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.

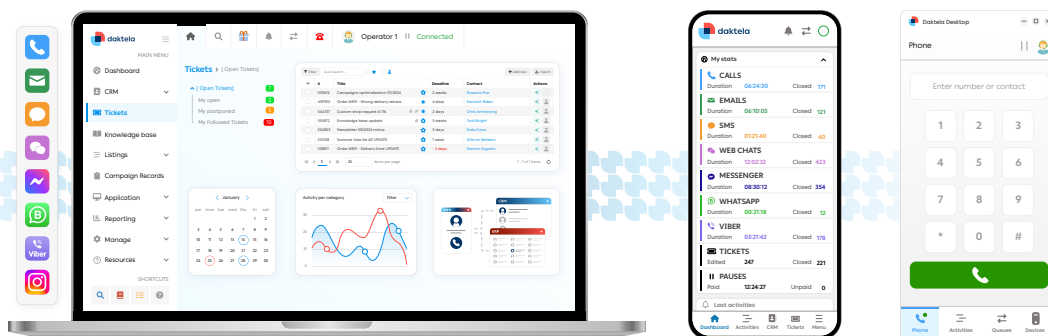
ENABLES:



Custom activity tracking



Access to statistics and logs



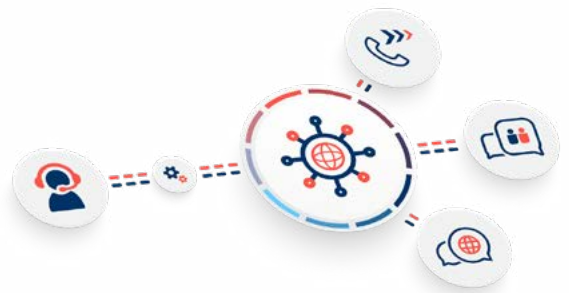
LICENCE

Charged **per user**



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

INFINITY INFINITY INFINITY INFINITY

 Voice + E-mail + Webchat



PRODUCT
CODE 3.02

INFINITY INFINITY INFINITY INFINITY

 Voice + E-mail + Social Media



PRODUCT
CODE 3.03

INFINITY INFINITY INFINITY INFINITY

 Complete package
(includes all channels)



PRODUCT
CODE 3.09

INFINITY INFINITY INFINITY INFINITY

LICENCE

Charged per user

OPTIONAL ADD-ONS

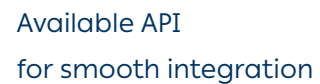
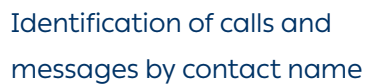
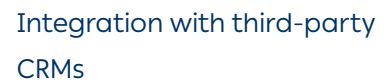
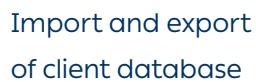
CRM Add-On

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

ENABLES:



Charged per user

Available for purchase with any type of user licence

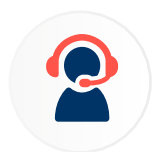
Campaign Dialling Package



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



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

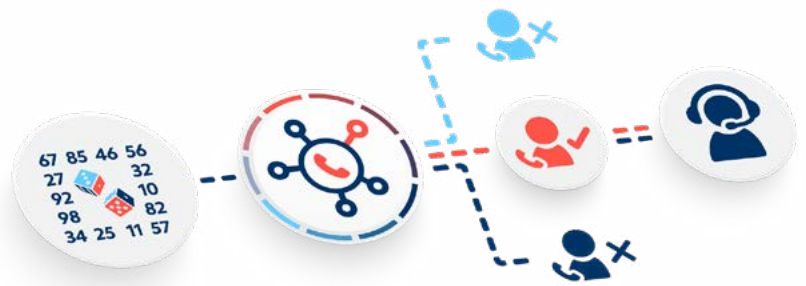
Charged **per user**
Both **types** of campaigns available

OPTIONAL ADD-ONS

Voicemail Detection

Robocaller

**A tool for efficient dialling
without the need for
operator involvement**



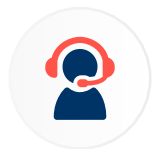
Automate customer calls and choose how the call will be handled after it is answered or declined. Set the number of simultaneous calls where Robocaller dials clients. The results of the dialling campaign can be saved to the required module in Daktela.

RECEIVED CALLS

MISSED 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.



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



TTS and Call Steering

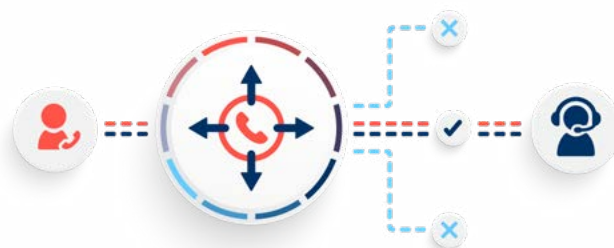


Advanced automated voice features package for Your PBX

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

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.



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



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

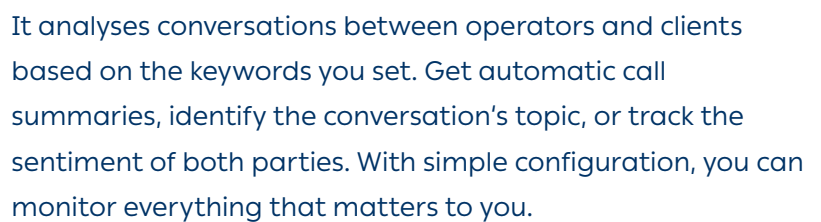


Suggests response templates based on historical data, perfectly suited to the situation at hand

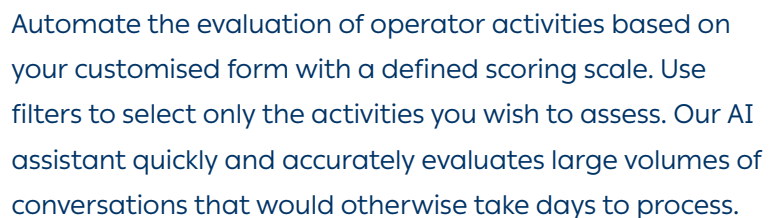
Charged per user



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



Each query consumes 15 tokens.



Each query consumes 15 tokens.

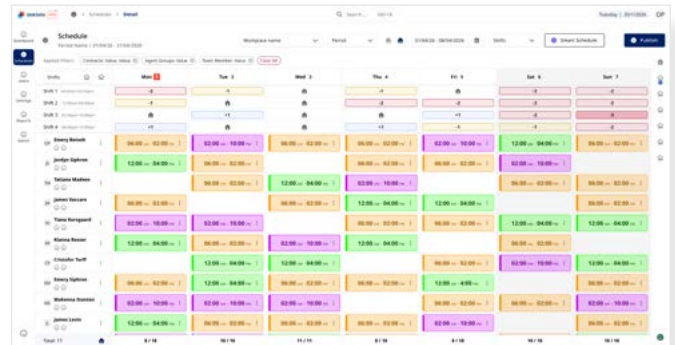
Consumes tokens

Packages available in increments of 80k tokens

Using these features on calls requires 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

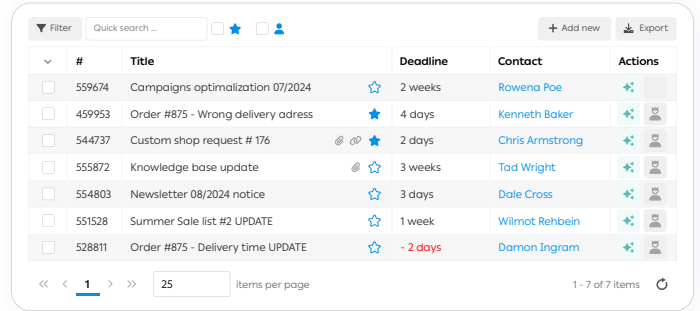
LICENCE

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



Ticket Module

**Comprehensive management
of your customers' requests**



Filter	Quick search ...	★	👤			+ Add new	Export
▼	#	Title	Deadline	Contact	Actions		
☐	559674	Campaigns optimization 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	+		

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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



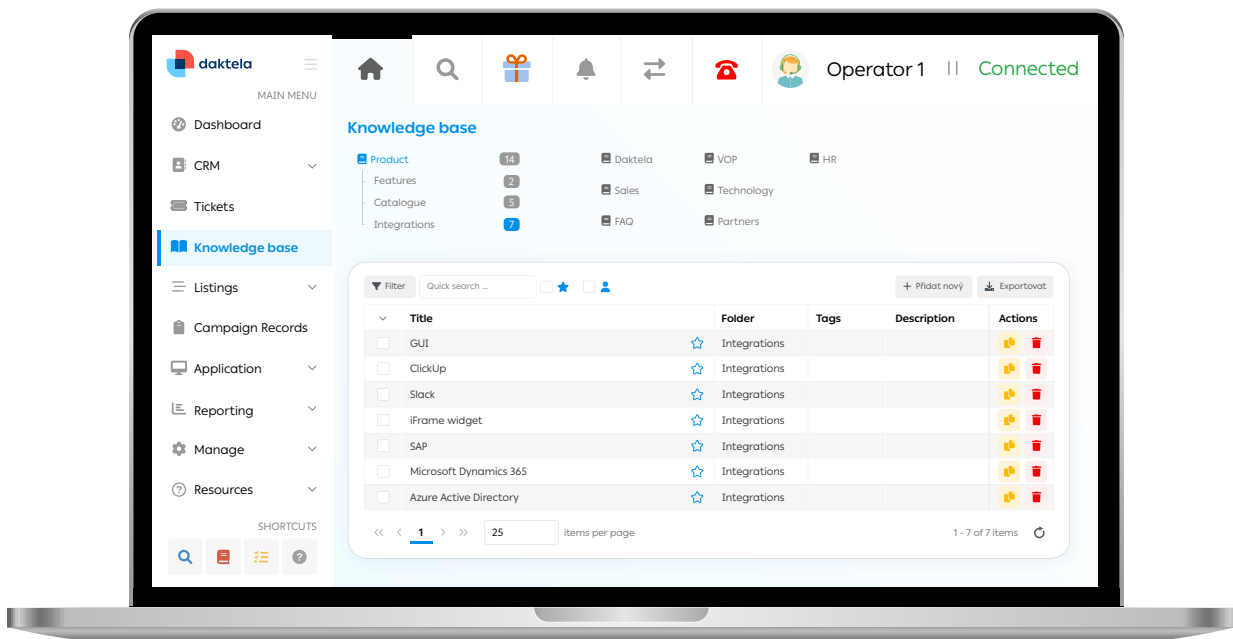
Monitoring request volumes
with predefined views



Available for free as part of the product.

Knowledge base

Internal processes or technical procedures in a single application



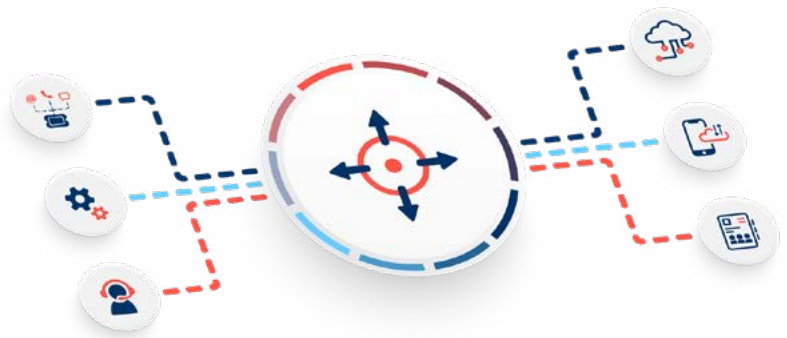
Provide your operators with easy access to internal information using the Knowledge Base module, **all within your Daktela application**. Create articles, organize them into folders, and add attachments. Set article permissions to ensure every team always has the information they need!



Available for free as part of the product.

Events

**Automate processes inside
and outside the application**



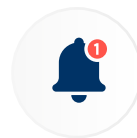
The Events module enables not only sending data via webhooks to external systems but also automating processes directly within the application. Set up responses to key events, such as ticket status changes or new order creation, to ensure efficient management and integration.

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

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.

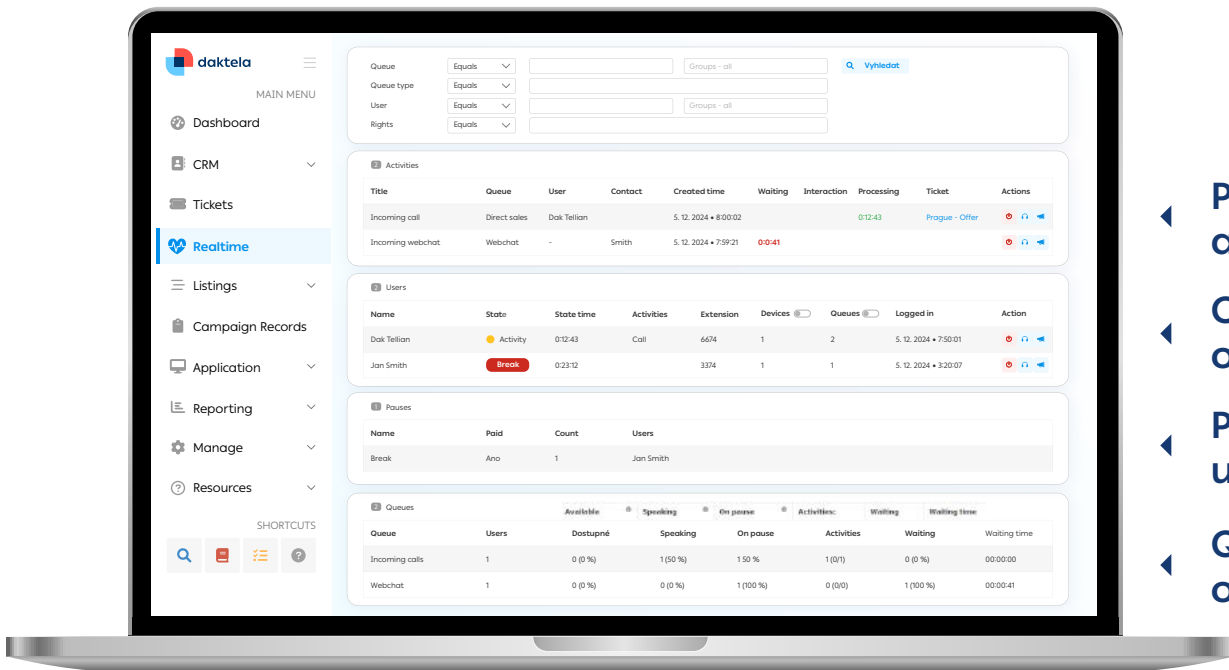
Realtime panel

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.

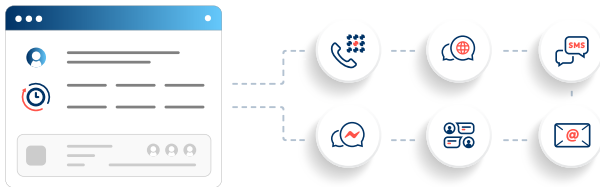
Reporting

Measure and analyze with advanced reporting tools



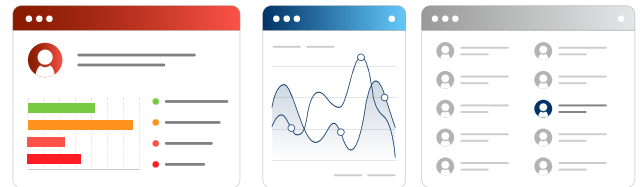
The Reporting Module provides all the insights you need for strategic decision-making and optimizing your contact center operations. With clear charts, tables, and automated reporting options, you'll have a complete overview of key performance indicators (KPIs).

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.

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



A selection of pre-designed widgets



Statistics displayed in tables
or charts



Visual alerts for exceeding
set thresholds



Data projection from other
systems via iframe widgets



Real-time data visualization



Available for free as part of the product.

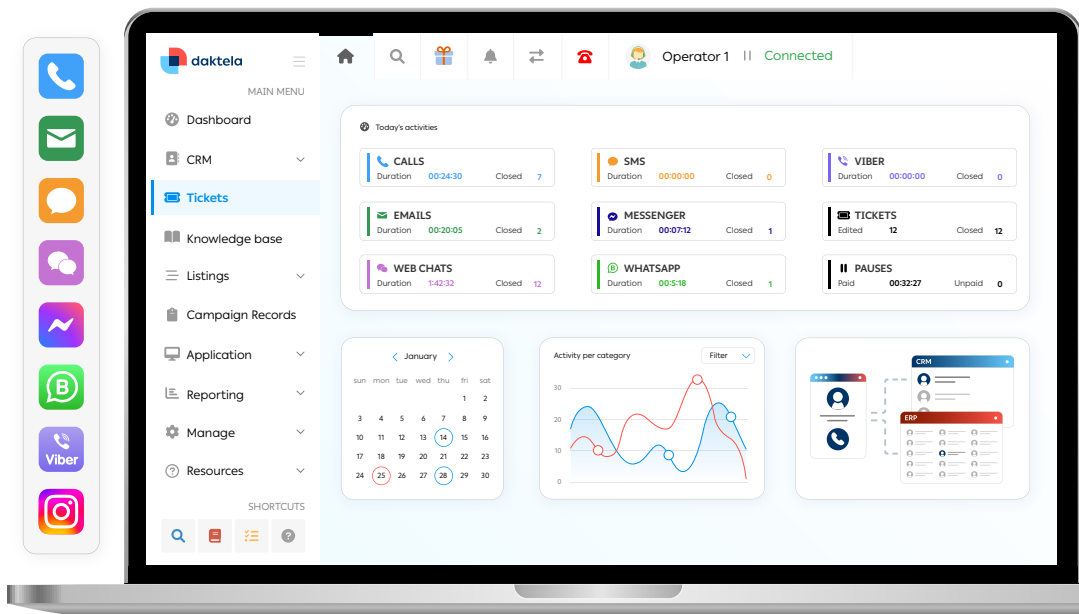
Dashboard

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.

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



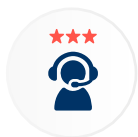
User activity tracking



Logs of unanswered calls



Detailed audit of all changes



QA review evaluations



Export of filtered data



Available for free as part of the product.



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	✓	✗	✗	✗	✗

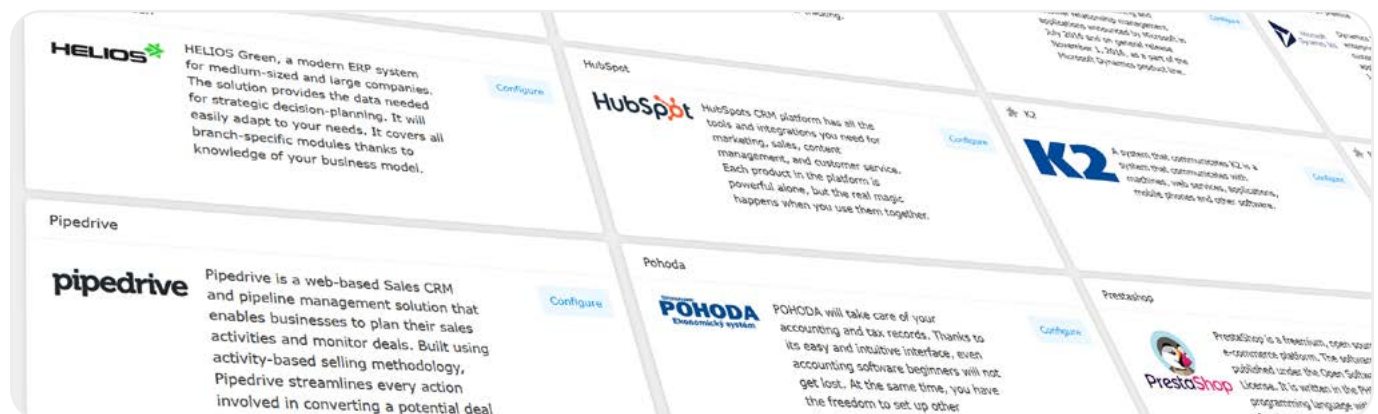
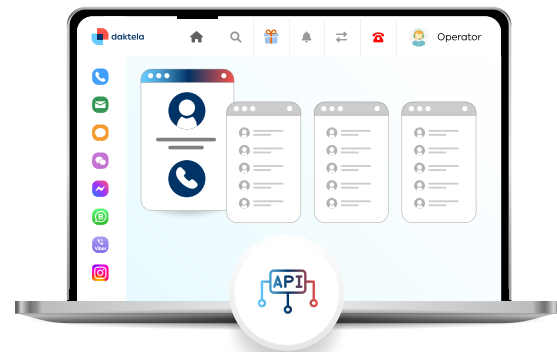


Available for free as part of the product.

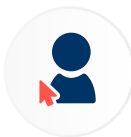
Integrations

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



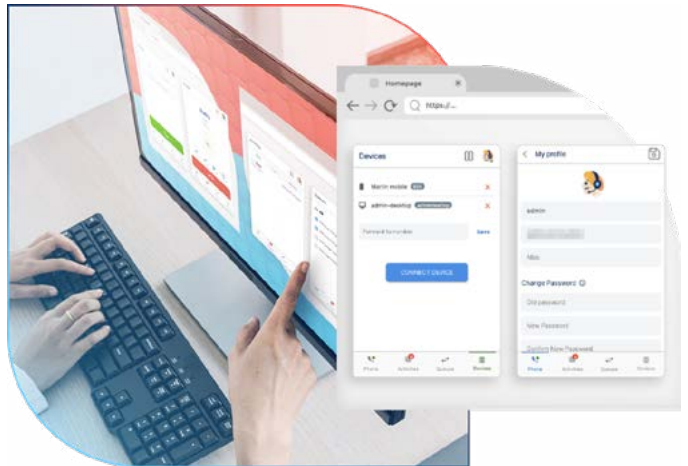
External library
integration



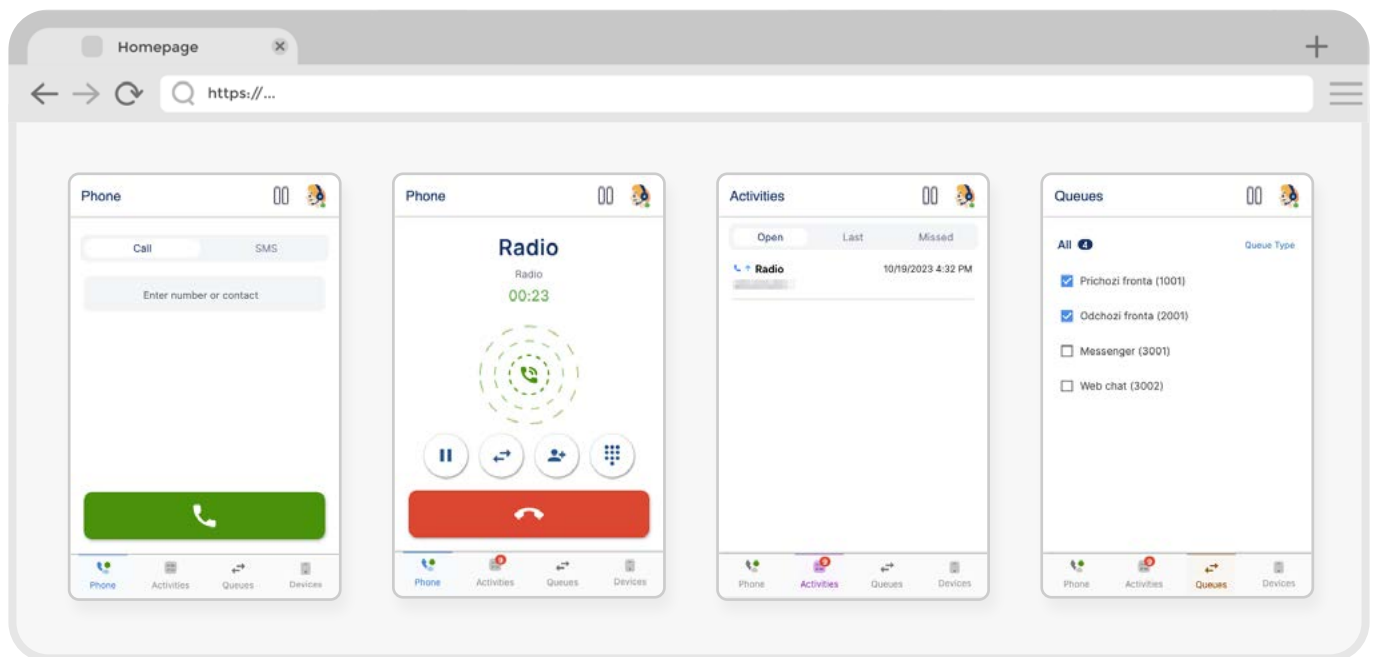
Available for free as part of the product.

Browser Extension

Make calls directly from your browser – no installation required



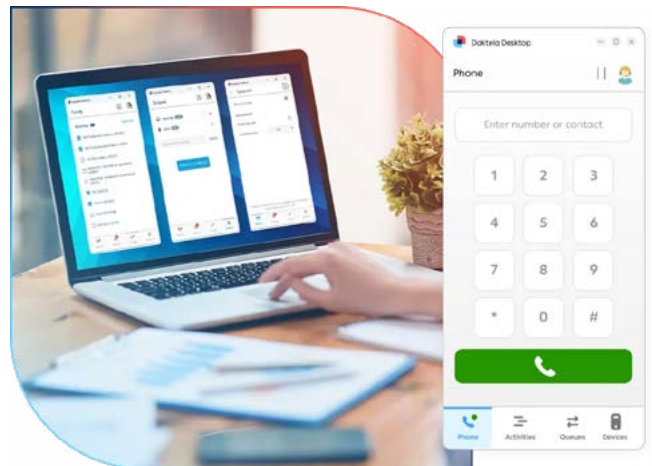
The Daktela Browser Extension (WebRTC phone) allows you to make and receive calls directly from your web browser without the need for physical phones or additional devices. All you need is an internet connection and a headset. It's the perfect solution for home-office users or shared workspaces in your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



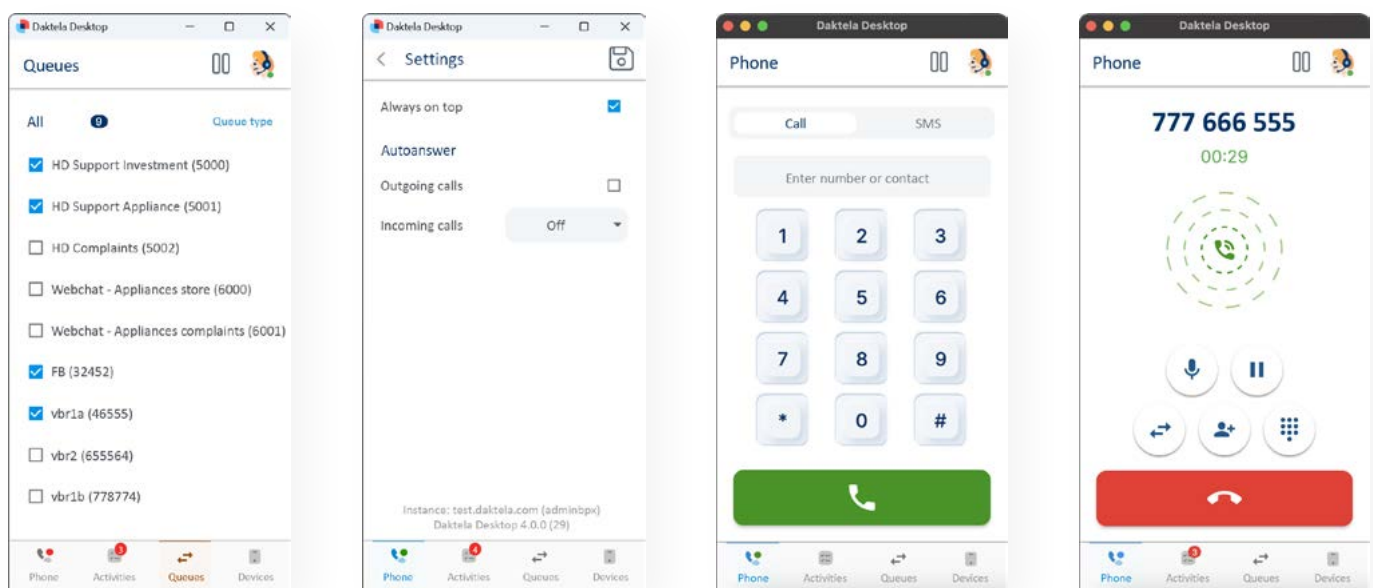
Available for free as part of the product.

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.