daktela

Powerlogy

- a successful e-shop with functional foods operating in Slovakia, the Czech Republic and Germany

- the brand's mission is to help customers fulfill their physical and mental potential with functional foods

- develops and brings to the market innovative products that combine health with pure, natural taste

- their products do not contain gluten, lactose or soy, and are therefore suitable for various specific groups, such as low-carb, paleo, vegetarians, or even vegans and followers of the ketogenic diet

Daktela services

voice licenses

email licenses

chat management

⊕

Something extra

we tested the new ChatGPT ticket summarisation function, it was great for a basic overview of tickets,

What we appreciate most about the Daktela system

- all phone calls and e-mails in the unified Daktela system
- Daktela also connected the e-shop, which is divided into 3 databases
- in Daktela we now have a full view of who is contacting us and we can immediately click on the customer card to each of the mentioned databases
- the function to reopen the ticket is very popular, to ensure we don't miss any deadlines
- excellent approach, from consultation to implementation to training
- if we have a problem, we contact Daktela and we solve it immediately

We are very satisfied with Daktela. They have met our expectations and we have gained a reliable partner for the management of our customer support, which will help us in our further growth.

Filip Fürek, Powerlogy E-commerce Manager