

Case study

Gafa Auto Saves Operator Time with **Daktela AI**,
Handling 80% of Customer Requests



About Gafa Auto



Car parts and car accessories dealer

25 %

Reduction of average request processing time

80 %

of requests resolved with Daktela AI

Gafa Auto, a leading seller of car parts and accessories in Slovakia, has long prioritised quality. Their wide-ranging portfolio, from replacement parts to car cosmetics, drives consistent success through their award-winning e-shop, including multiple **Heureka Shop of the Year** titles.

But rapid growth brought a significant challenge: **how to scale customer support without compromising quality or overloading their team.**



Challenges Before Daktela



Extensive product portfolio, requiring customer guidance.



Up to 20,000 enquiries per month from order status to complaints.



Pressure to deliver fast, high-quality support at scale.



Seven disconnected tools, (calls, email, chat, WhatsApp, Facebook, Instagram)



Limited visibility and poor handover between operators



From Chaos to Clarity: One Platform for All

Previously, agents had to open **seven separate tools** to start their day - often getting lost between channels. Not to mention the confusion when an operator was off sick or on holiday. Now, Daktela unifies everything into one seamless **omnichannel platform**.



Key Improvements:



Unified inbox for calls, chat, social media, and more



Central CRM with full communication history



Smooth handover between agents, even during absences



Advanced routing for personalisation



Actionable reporting and real-time team insights



AI that Works like a Team Member

Chatbots and voicebots handle FAQs like:

- Order status
- Delivery changes
- Cancellations

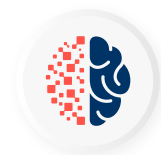
For more complex queries, the bots **gather key details** before routing to a human - cutting call times by up to **3 minutes**.



25% reduction
in handling time



Equivalent savings of
2 full-time operators



80% of requests
resolved with Daktela AI



More AI Agents and Quality Evaluation of The Helpdesk

The work with AI agents and Daktela Copilot doesn't stop for Gafa Auto, quite the opposite. Soon, they plan to expand the chatbot and voicebot's knowledge with useful information from blog articles, which can be referenced during customer enquiries. They also aim to focus on evaluating the quality of their helpdesk, because maintaining an exceptional customer experience requires not only fast request handling but also quality. A bot will assist with this task **by assessing calls according to predefined criteria, saving team leaders hours of listening to calls themselves.**



"People don't buy car parts in advance—they buy them when something breaks. With such a broad selection, they need expert guidance. Add in questions about orders, complaints, and more—we handle up to 20,000 enquiries per month. Daktela helped us centralize everything so we never lose track, and customers always get a fast repl. AI support isn't just customer-facing - it also helps operators behind the scenes. Daktela Copilot assists Gafa Auto with ticket summarisation, text reformulation and template suggestions. "The biggest advantages of AI automation with Daktela are increased efficiency, time savings, fast responses, personalised communication, and bots available 24/7"






Mário Lubas
Head of B2C
Gafa Auto



Ready to See What AI Could Do For You?



Contact us today and discover
how Daktela can transform
your customer support:

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