



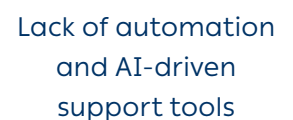
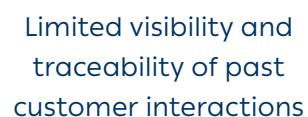
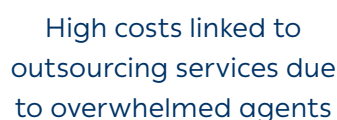
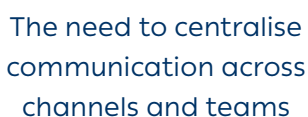
Cost Reduction

Effectivity Increase in Customer Service



The Challenge DPD Faced

DPD Slovakia had been using an outdated ticketing system that no longer met the needs of its expanding customer service operation. The team was searching for a modern, forward-thinking solution to unify communication across the business – not only externally with customers but also internally between departments. The key issues included:





Why DPD Chose Daktela

Flexibility, an intuitive user interface, and seamless integration with internal systems were the main reasons DPD selected Daktela. The platform offered a comprehensive omnichannel solution that included AI tools for automating requests and managing communication across the organisation. A key advantage was the ability to bring all customer support activities in-house, eliminating the need for outsourcing.



What DPD Achieved with Daktela



20% increase in customer service efficiency



25% reduction in operational costs



Full control of customer communication without external support



Automated handling of repetitive requests via emailbot



Streamlined internal processes and greater visibility



Future-ready setup for further automation and growth



„One of the biggest benefits is that we no longer need to rely on outsourcing – we manage everything in-house. Communication across the company has become unified, we have full control over responses, and can revisit any interaction at any time. Our agents also use the emailbot to handle repetitive requests. Daktela is integrated with our internal systems and we plan to expand our use of AI tools even further.“



- Adela Stašová, Commercial Services Manager, DPD Slovakia



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customer service without
outsourcing?

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