



Case study

24% of customer inquiries at Heimstaden are resolved by the Voicebot without any operator intervention, handling thousands of calls every month.



About Heimstaden s.r.o.

Heimstaden





Rental Housing Provider

38%

38% reduction in personnel costs in the call center

80%

80% of callers are successfully verified by the Voicebot

Heimstaden is the largest private provider of rental housing in the Czech Republic. With over 40,000 clients and comprehensive customer care, the company faces high demands on communication organization and efficiency.



Challenges before implementing Daktela



Frequent contact center system outages disrupting

customer service



the system, limited flexibility, missing features (e.g., wallboards, group management)

Inability to customize



Complex management of corporate telephony and insufficient reporting



No CRM integration and limited AI capabilities via third-party tools

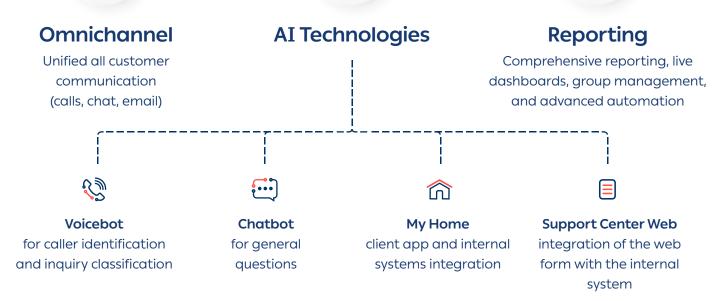














Results of the cooperation

- 80% of callers resolve their inquiry successfully via voicebot without needing to speak to a live agent
- 73% of calls are automatically verified via API
- 50% reduction in average wait time to connect with an agent (by 45 seconds)
- 38% reduction in staffing costs in the call center



Future plans

- Expand autonomous request handling via chatbot and voicebot
- Connect the website, FAQ, chatbot, and client app
- More accurate segmentation of clients and non-clients for personalized customer care





What Heimstaden representatives say



"By deploying Daktela's AI voicebot and chatbot, we reduced client wait times by 50%. Thanks to the automation of routine inquiries, our agents can focus on more complex cases where the human touch adds real value. This also helped us reduce staffing costs by 38%."







Lenka Písková, Head of Customer Care, Heimstaden s.r.o.



"80% of callers are successfully verified by the Voicebot, which then handles 24% of all customer inquiries without the need to transfer them to a live operator. The time saved is devoted to providing more thorough care for our clients. The result is not only more efficient operations but also more satisfied customers."





Ladislav Sedlář, Call Center Manager, Heimstaden s.r.o.



Want to improve **Your Customer Care** as well?



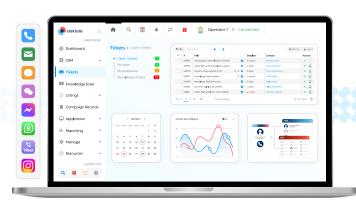
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