



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



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



Complex
management of
corporate telephony
and insufficient
reporting



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



Unified all customer
communication
(calls, chat, email)

AI Technologies

Reporting

Comprehensive reporting, live
dashboards, group management,
and advanced automation



for caller identification
and inquiry classification

Chatbot

for general
questions

My Home

client app and internal
systems integration

Support Center Web

integration of the web
form with the internal
system



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



- 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.



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Your Customer Care
as well?



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