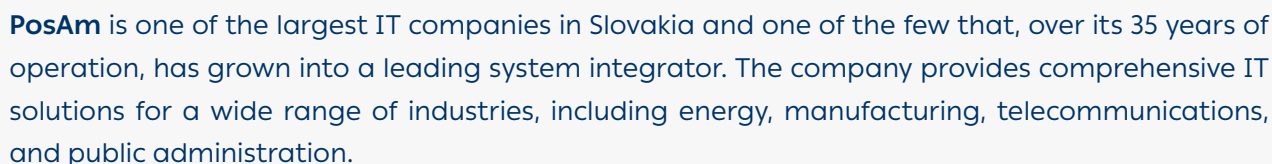


The image features the 'PosAm' logo in a large, white, sans-serif font at the top left. Below the logo is a thick, red, stylized arrow pointing towards the bottom right. The background is a composite image: the top half shows a green circuit board with various electronic components, overlaid with glowing white power line towers and connecting lines; the bottom half shows a futuristic city street at night with cars that have glowing blue and green outlines, suggesting autonomous driving or smart infrastructure. In the bottom left corner, there is a logo consisting of a grid of red and blue squares.



Case study

 $\frac{1}{4}$



With a growing number of projects operating under different systems, the need naturally arose for a stable and secure cloud solution to help the company ensure efficient communication with its customers.



PosAm chose our omnichannel platform, which meets all key criteria – flexibility, security, and scalability. After implementing Daktela, customer communication became unified and significantly simplified across various projects.

The implementation of Daktela in the company brought several benefits, such as:



Creating user accounts,
which previously took several hours,
now takes only a few minutes.



Reports that used to take up to two hours to prepare are now ready with a single click.



Detailed statistics make it possible to identify problem areas in customer support, such as the suboptimal distribution of calls among operators.



The implementation of advanced AI solutions, such as a voicebot, helps save time while also reducing the processing time of customer requests.





Reduced Waiting Times and a Significant Boost in Efficiency

After implementing Daktela, PosAm achieved measurable improvements reflected in concrete figures:



The average call waiting time decreased by **52%**



The speed of customer callbacks increased by **53%**



2,000 requests per month handled with a stable team of operators

Thanks to Daktela, the company not only **saved on personnel costs** by avoiding the need to hire new operators but also **improved the efficiency and performance of its existing customer support staff**, who can now focus on more complex tasks.



A Partnership That Enhances Customer Support Across Industries

The collaboration between PosAm and Daktela does not end here. On the contrary – together, we continue to explore new ways to further optimize customer support and deliver innovative solutions that benefit both the company and its clients.

One of the major ongoing projects is the implementation of a voicebot for slovak power plants, which will serve as the first point of contact for employees and help speed up request processing.

Thanks to our platform, PosAm can not only manage dozens of different projects but also continuously elevate the quality of its customer care.



"With Daktela's communication platform and its advanced features, such as the voicebot, our contact center has reached a new level. We process an average of 2,000 customer calls per month, so we need a tool that is both reliable and efficient. Thanks to Daktela and the possibilities it offers, we can provide our customers with fast and high-quality support, which significantly increases their satisfaction,"



says **Ing. Jozef Maruška**, Head of the Contact Center Department.





Contact

Do you also want more efficient customer support and cost savings?

CONTACT US!

 **+420 226 211 245**

 **daktela@daktela.com**

 **www.daktela.com**

