









## Implemented Daktela solutions

After a thorough analysis, Daktela was integrated into the Cosmo system through a solution tailored to their business. The focus was on eliminating manual checking of multiple devices and fully unifying communication, without a single moment of downtime. The entire transformation process went smoothly with constant expert support from the Daktela team, ensuring rapid employee adaptation.

### Implemented modules:



Calls



Ticketing



Reports



CRM



Viber



## How does Cosmo see its partnership with Daktela?



Daktela was the key turning point for our team. Instead of agents jumping between three different applications, now they handle everything from one screen. It's not just a time saving, it's a complete transformation of how we work.

We no longer worry about whether we've skipped someone - the system works for us, giving us a clear picture of every client in real time. That's the stability every manager wants in their team.

- Bojana Rendulić Stojiljković, Call Center Manager at Cosmo (Funtime).



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

**CONTACT US!**



**[+420 226 211 245](tel:+420226211245)**



**[daktela@daktela.com](mailto:daktela@daktela.com)**



**[www.daktela.com](http://www.daktela.com)**