



About Slevomat.cz



Slevomat is a leading Czech online marketplace focused on experiences, services, and products. The company serves hundreds of thousands of customers and cooperates with thousands of partners.



Why Slevomat Chose Daktele

Slevomat was looking for a solution that would:



Unify communication channels

and enable scaling during seasonal peaks



Deliver advanced automation

and AI utilisation



Ensure integration with CRM

and internal systems

Prior to implementing Daktele, Slevomat already had a solution that offered omnichannel features. However, Daktele provided a modern AI platform that, in addition to unifying all channels, offered extensive scaling options and the automation of routine enquiries.



The Problem and Its Business Impact



Fragmented channels managed separately without a unified interface.



Absence of a ticketing system.



Limited ability to track customer history across communication channels.



Insufficient automation and the inability to utilise LLMs.



Lack of advanced reporting and statistics.



The Solution from Daktela

Implementation of an AI contact centre, including AI tools:



Unifying

chat, calls, and email
into a single interface



Deploying

a chatbot, voicebot, and
an emailbot (under development)



Integrating LLM modules and connecting to the CRM



Process automation

and API
integration



Centralisation

of communication
into a single interface



Allowing agents

to manage and train
the bots themselves



Results

73 %

of requests resolved
by the chatbot

63 %

of calls handled
by the voicebot

1-1,5 FTE

saved
(depending on the season)



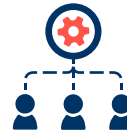
Thanks to the implementation of Daktela, Slevomat:



**significantly
reduced**
agent workload



accelerated
response times



gained full control
over customer
communication



established
the foundation
for scalable,
AI-driven support



„The implementation of Daktela was a strategic step for us – it helped us not only to unify our communication but, above all, it paved the way for the automation and scaling of our customer support. With the chatbot, we resolve 73% of enquiries, and with the voicebot, 63% of phone calls. Consequently, we now handle the majority of requests without agent intervention. Faster response times and a consistent customer experience directly translate into higher satisfaction for both customers and partners. At the same time, Daktela provides us with the data and control needed for continuous optimisation, reinforcing our position as a market leader.“



Jakub Vála, Customer Care Team Leader, Slevomat.cz