

Daktela v6.17

Software Release Notes

Dear Customer,

Your Daktela V6 installation will soon be updated to the latest version - 6.17.

To help you prepare for the changes, we have compiled an overview of the main modifications with this version.

This includes video chat, co-browsing, dynamic forms and integration with third-party systems.

We have also simplified some processes and added functionality, all to help your contact centre handle customer requests.

Daktela Team

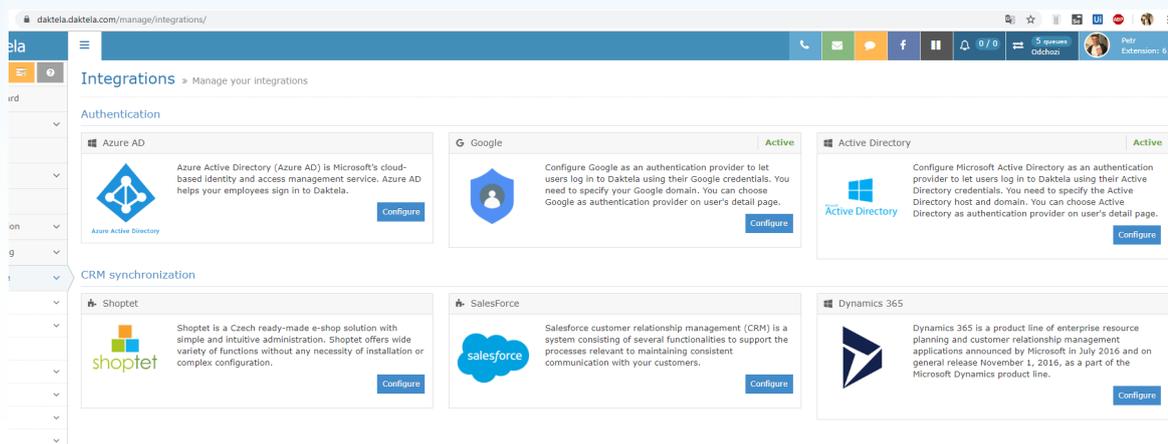
Ready-made integrations

Our system supports open API and we have completed integration with systems such as **Google Apps, Active Directory, AzureAD, Salesforce or Dynamics 365.**

All you need to do is enable integration, fill in

your login, and everything will work in one click. We thought about the future and prepared the architecture so that we can quickly and easily add more and more supported systems.

Where do I find it? [Manage > Integration](#)



Conditional Validation and Dynamic Scripting

In more complex speech scenarios, it is often necessary to display individual fields in a form, based on the values of other form fields. For example, if a customer is not using a credit card at all, it makes no sense to display a credit card vendor selection field on the form at all.

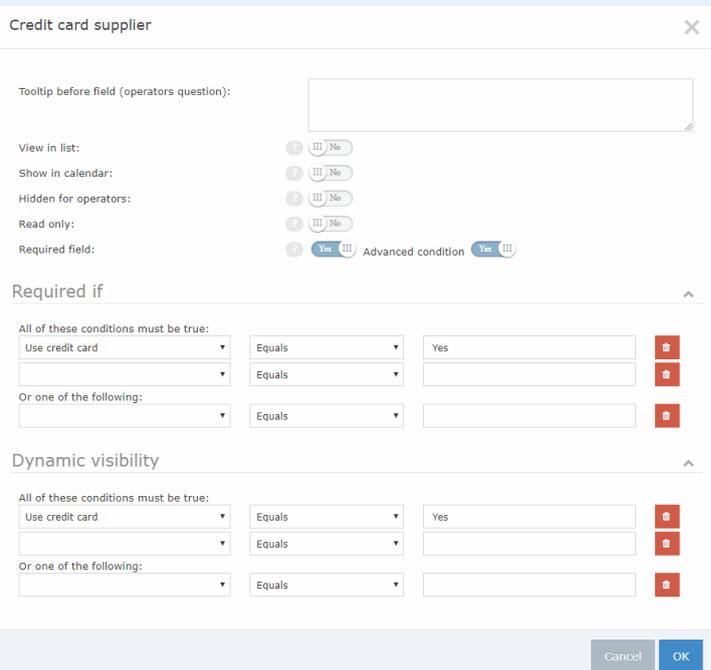
In the new version, it is possible to set such conditions and **display only relevant form fields.**

At the same time, it is possible to make certain items mandatory only under certain conditions.

For example: If a customer uses a credit card, it will be mandatory for the agent to fill in the credit card vendor.

Where do I find it?

Queues > Campaign queue > Form field > Icon





Merge Realtime and Operator Panel

To give users the minimum number of interfaces they need to track at once, we have merged two similar views into one.

The Realtime panel now contains all the functions of the original operator panel.

Where do I find it? Applications > Realtime

The screenshot shows the 'Realtime panel' interface. At the top, there are filters for Queue, Queue type, and User. Below that is an 'Activities' table with columns: Title, Queue, User, Contact, Created time, Duration, Waiting, Opened, Ticket, and Action. The table contains two rows of activity data. Below the activities is a 'Users' table with columns: Name, State, State time, Activities, Extension, Queues, Logged, and Action. The users table lists eight users with their current states (Calling, Idle) and associated queues.

Video Chat and Co-browsing

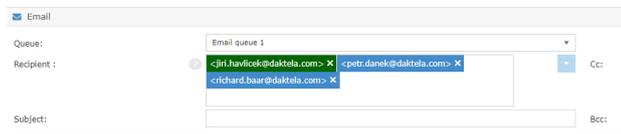
We bring state-of-the-art innovations as a standard part of Daktela solutions. Directly in the application it is possible to **switch on the complete functionality of the video chat and sharing** the customer and agent screens **with one click**.

Screen sharing can also be used to connect to the screen agent, so it is possible to provide remote support to users. The functionality is integrated directly into the **single agent screen** and requires no external application installation. Just turn it on and use it.

The screenshot displays the Daktela interface with a 'Web chat' window on the left and a 'Co-Browsing' window on the right. The web chat shows a conversation between an administrator and a user. The co-browsing window shows a grid of product images with prices (e.g., 310 Kč, 800 Kč, 350 Kč, 775 Kč). A video chat overlay is visible in the bottom right corner of the co-browsing window, showing a live video feed of the agent. The interface also includes a sidebar with navigation options like Dashboard, CRM, Tickets, and Lists.

Multiple email recipients

Up to now, the system had only allowed one address to be entered into the "Recipient" field, while the "Copies" field has been used for other addresses. It is now possible to include multiple addresses in the "Recipient" field, noting that the first email entered will be selected as the ticket contact.



Bulk management of user welcome

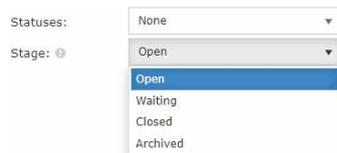
It is now possible to use the bulk management user interface to set up automatic agent presentation or pre-recorded agent messages.

For example, if you want to use the same preloaded message for the entire contact centre, you can easily set it up for all users at the same time.

Where do I find it? [Manage > Settings > User Welcome](#)

Ticket archiving

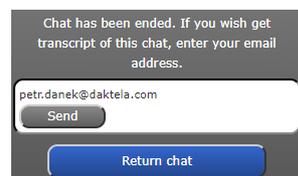
For tickets, the option to set the status to "Archived" has been added, which means that if a customer answers a ticket in this state, the ticket is not reopened but instead a new one is created. This is useful if you happen to have customers respond to old emails with new requests.



Sending webchat transcript

On the customer side of the webchat, the customer can now request a complete transcript of the conversation to their email, with a single click.

Where do I find it?
[Manage > Queues > Webchat](#)
[Queue > HTML Wizard > Send Transcript](#)



Automatically call missed calls

Since the new version, it is no longer necessary to select and call each missed call manually. The whole process can be set to automatic functionality. As soon as a free agent is available and missed calls are waiting in the queue, it automatically spins.



Where do I find it?
[Manage > Queues > Incoming Queue > Missed Call to Queue \[Outgoing Queue\] > Automatically Call Back Missed Calls](#)

Dynamic template

Do you often send standardised emails where you need to retrieve data from an external system? For example, information about the amount due or the status of the shipment? It is now possible to specify the URL from which the data will be read automatically when using the template. The returned data can then be freely inserted into the template.

Where do I find it?
[Manage > Settings > Templates > External URL](#)

Shortcuts for transfer

Do you often transfer to the same numbers? You can now set up frequently used targets for the queue, which agents can use with one click in a call and redirect the customer.

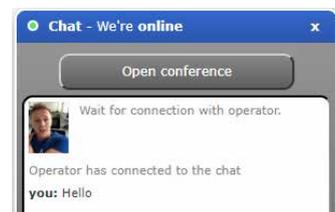
Where do I find it?
[Manage > Queues > Queue detail > Macro transport](#)



Photographs of agents in webchat

In the new version, you can get even closer to your customers by using agent photos in webchat and show them who they are really dealing with.

Where do I find it?
[Manage > Queues > Webchat](#)
[Queue > Show user icons](#)



Multiselect form field

If you ever needed to add the same value multiple times in one selection field, you can now use a multiple selection field or a multi-select field.



Preview attachments

We have modified the work with attachments so that it is not always necessary to download them before opening them.

Known document types can now be opened directly. You can navigate between attachments using keyboard shortcuts and send emails using the shortcut known from other email clients "Ctrl + Enter".