

# Daktela v6.18

## Software Release Notes

Dear customer,

Your Daktela cloud platform will soon be available for upgrade to the latest version of software, version 6.18. To enable you to better understand what this means to you, we have compiled an overview of the most important features that are available in this new version.

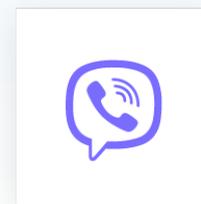
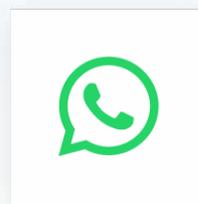
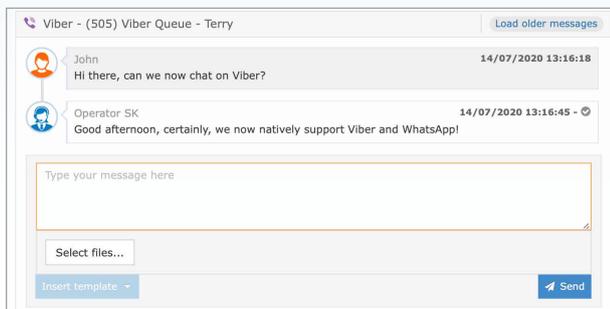
The main theme of the version is to introduce a range of new functions, which we have integrated directly into the application making their deployment simple and easy to use. Many of these new functions have either been driven by customers themselves or general market trends.

Daktela Team

### WhatsApp & Viber

Our range of supported channels is expanded by two important applications, namely WhatsApp and Viber. Both services are now supported directly as **part of the Daktela application** and allow your

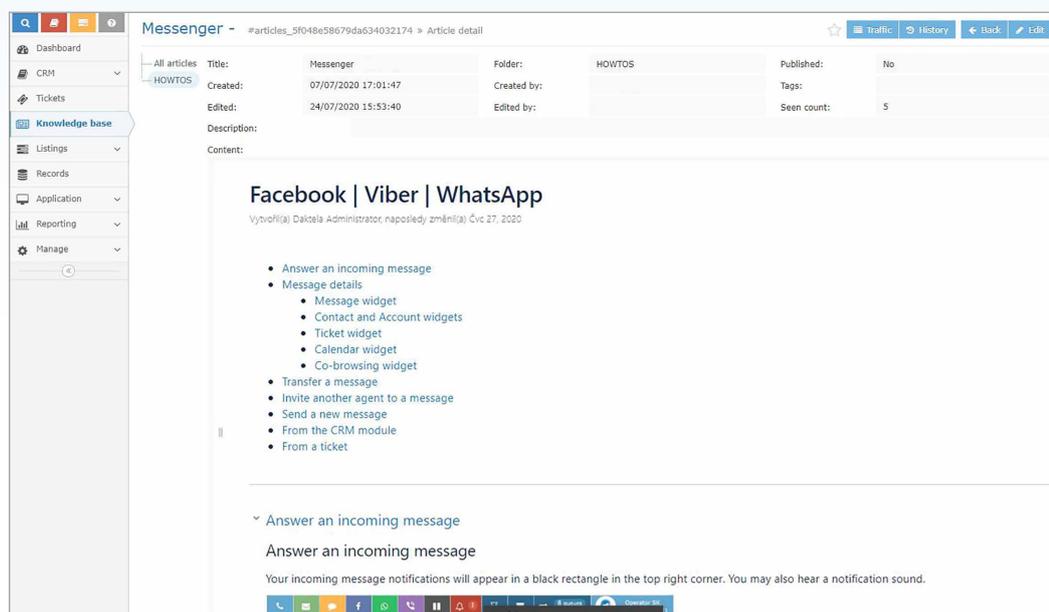
customers to communicate with you directly, in the same way as other supported integrations, such as Facebook Messenger or web chats.



### Knowledge base

We have prepared a completely new Knowledge Base module for the new version. This will allow your contact centre to **share information in one place** and in one version. The knowledge base

allows you to distinguish between different types of access, organize individual articles in folders and then assign them to specific queues, or write and create articles available to other users.

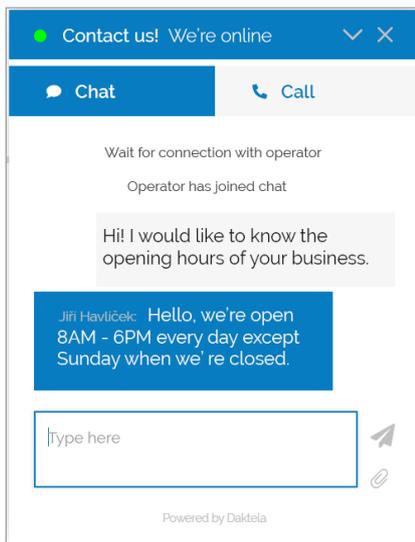


Where do I find it?  
Knowledge Base

## New look of web chat

As part of the graphic design of the application, we have prepared a completely new design of web chat, which more reflects the standards of a modern web. Web chat is redesigned into a completely new form while maintaining the existing simplicity of deployment.

Other minor modifications to the web chat include, for example, a new **display of reading information by the customer or a redesigned appearance of the co-browsing functionality.**



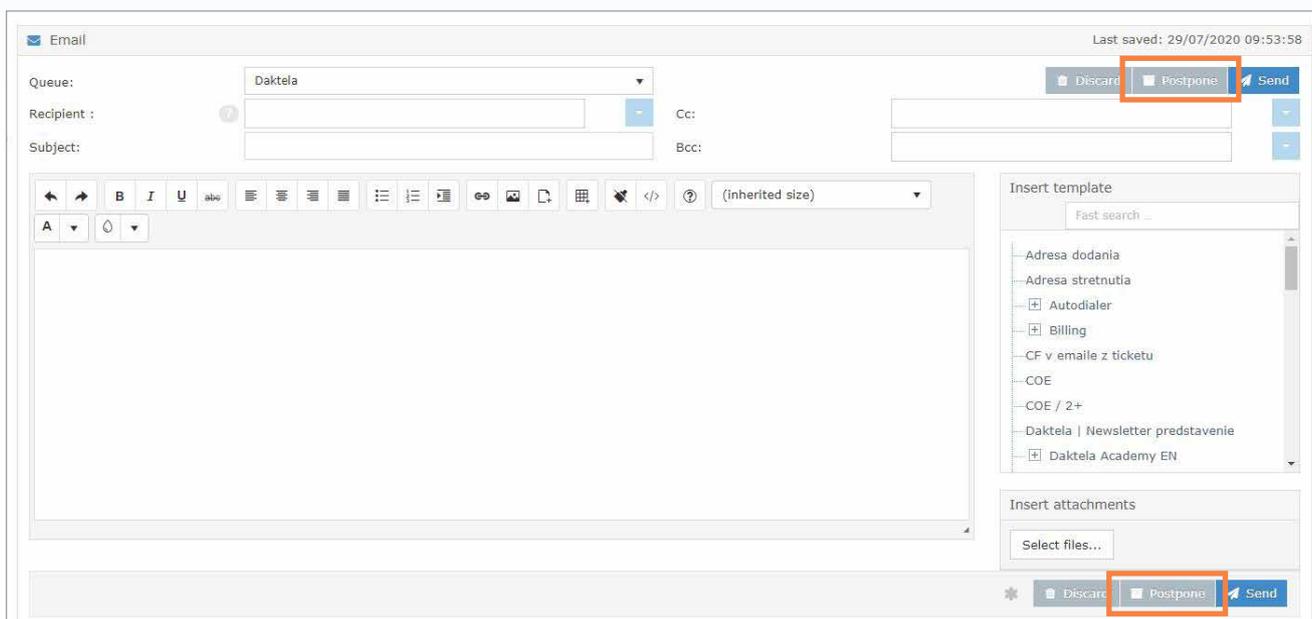
Where do I find it?  
Manage > Routings > Web chats

## Postponement of activity

If you have ever needed to postpone a specific open activity until later, waiting for the customer's response, for example, or just want to save a detailed email for later, you can now use the activity of postponing the activity.

**You can reopen the deferred activity at any time** and continue processing it, or it will open automatically when you receive a message from a customer.

Where do I find it?  
In an open activity - "Postpone" button



## Decision chatbot

After the positive feedback obtained from testing our AI chatbots in web chat, we have now created an advanced integrated tool directly in the Daktela application. Without the need to install or integrate additional products, you can prepare a **fully automated tree of questions and answers** for your

customers. This can simply and easily be **created by yourself from the platform directly**. As a result of changes made within our web chat connector and queue, you can now also automatically direct customers to the appropriate group of agents according to customer choice.

Where do I find it? [Manage > Routings > Web chats](#)

## Text-To-Speech integration

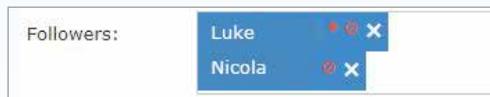
The text-to-speech tool is now a direct part of Daktela platform. As a results you can now **define your own custom reports** as part of the IVR, **generate dynamic reports** based on information

from your own systems (such as amount owed, product quotes,...) **as part of the IVR**, or use the app in conjunction with campaign records to communicate **customised messages to customers**.

Where do I find it?  
[Manage > Routings > Calls > TTS Announcements](#)

## Ticket tracking

Don't you want to miss changes in tickets? All you do is assign the ticket to a list of "followers" and you will receive a notification about any adjustments or activities related to the case. At the same time, you



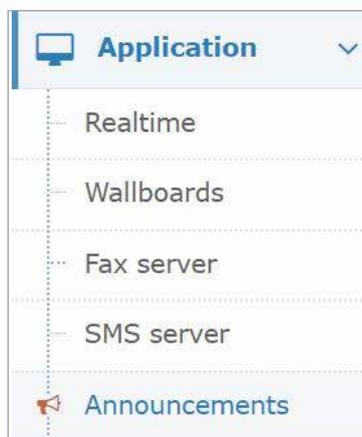
can **mark other users who receive a notification** about this directly in the comments. Just use the "@" character in the text, as you are used to from other services.

Where do I find it?  
Ticket detail > Followers

## Notifications application

The frequently used functionality for bulk sending information to users is now a **stand-alone application**, so it is no longer necessary to use a special widget located on the dashboard. There are also minor improvements, such as displaying the message to all users.

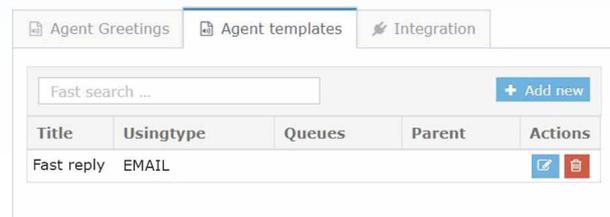
Where do I find it?  
Application > Announcements



## Private templates

In the new version, each user can define templates, which are then offered only to them and which **serve their own needs**.

Where do I find it?  
My profile > Agent templates



## Moving records between queues

If you use **campaign records** and you happen to need to **move them between queues**, this is now possible directly in the application.

## Right to authorise listening in on calls and users

The right to authorise listening in on calls and users are **now separate authorisations**. You can choose which user can view call information and who can listen to it.

Where do I find it?  
Manage > Users > Accesses > Application > Monitoring