Daktela V6.21 Release Notes

Dear Customer,

Your Daktela V6 cloud platform is about to be upgraded to our latest version – 6.21. You might notice that compared to our previous releases, there are fewer new features that you can see in the interface. This time around, we have been focusing on further improving the stability and reliability of our product. Nonetheless, there are a few new things you will notice and as always, we hope you will enjoy them and they will help you get your work done more quickly and efficiently.

Daktela Team

CRM Databases

We have added the possibility to split your CRM into several databases. This means that you can set up a different contact and account form for each database depending on the type of information you need to collect about your customers. Select which database to use with which queue to make working with databases super easy. By assigning different rights to your users, you can also manage who sees each database.

> Where can I find this?
> You can set up your databases in Manage
> → CRM → Databases.

Real-Time Panel Update

The real-time panel in our new version has been improved. You can now see the state of each user separately from the state of their device, allowing you to better understand who is available, who is busy and what channels they are using.

We have also improved the filtering logic to make the real-time panel more intuitive.

Ticket Contact Fulltext Search

When assigning a contact to a ticket, you can now search using fulltext and you see a preview of the contact's details.

Customer Journey

You can now see a customer's entire communication history in a single chronological thread that includes all activity types. Look for the Journey icon next to the contact's name to open it.
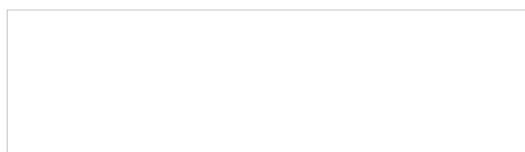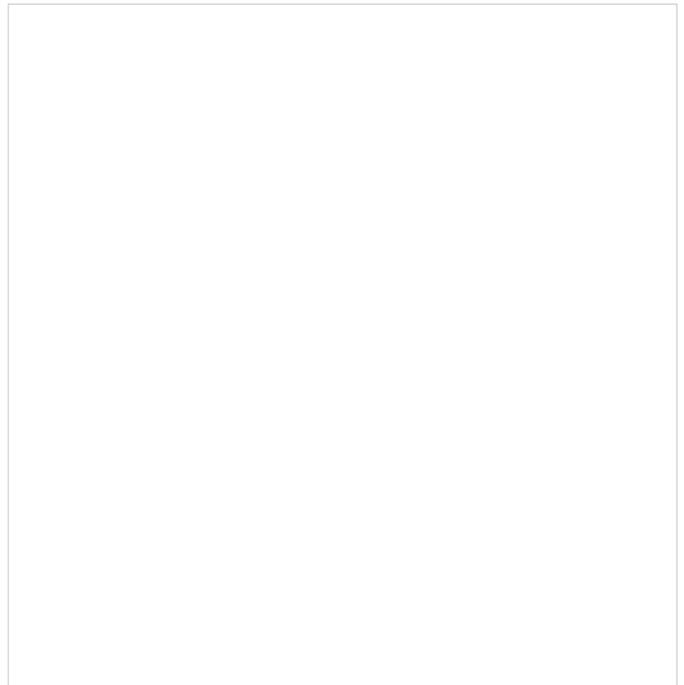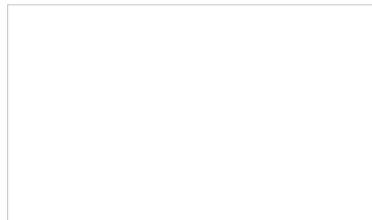
Custom Field Metrics in Analytics

We are continuing to make our Analytics a more and more powerful reporting tool. You can now create custom metrics from numerical data contained in your custom fields in Tickets and Campaign Records and use them in your Analytics.

> Where can I find this?
> Set up your custom field metrics in Manage → Analytics → Custom Field Metrics, then use them in Reporting → Analytics.

Custom Fields

When setting up your custom fields, we have added these new functionalities:

- For text area type custom fields, you can select the size of the text area depending on the expected amount of text that agents will need to enter.
- For selectbox, checkbox and radio button type custom fields, you can now move values up and down in the list or sort them alphabetically.
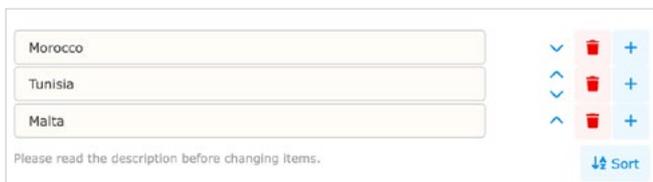
- For custom fields in contact forms, you can now select to show them in incoming activity notifications.

MS Office365 OAuth2

We have made it super easy to authorise your Office 365 email queues using OAuth2. Simply log in to your Office365 account and your email queue will start working.

> Where can I find this?
> Go to Manage → Queues → Email.

Custom Incoming Activity Ringtone

Did you find the default ringtone not loud or noticeable enough? Now you can upload your own recording and use it as a ringtone.

> Where can I find this?
> Upload your custom ringtone in Manage → Global settings → Custom notification sound.

Link to Activity Details

If you need to send someone a link directly to the details of an activity, you can use http://yourcompany.daktela.com/listing/activities/?activityDetail= followed by the unique name of the activity, e.g. activities_624d9fc05208c1.79590769.
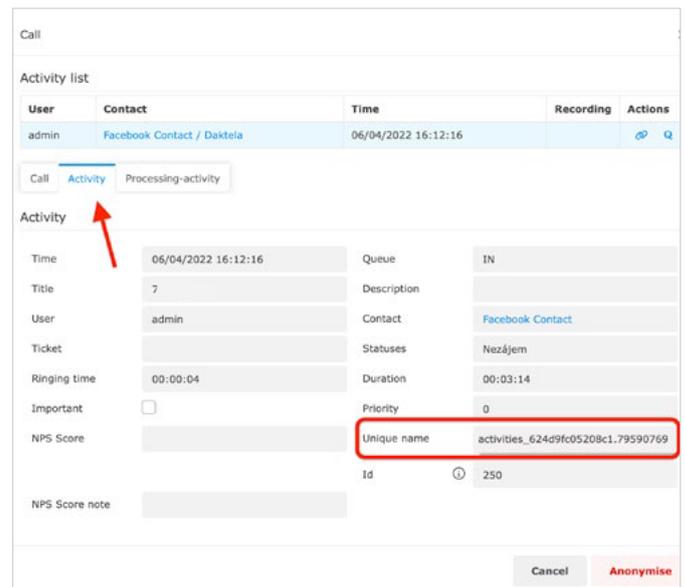
> Where can I find this?
> The unique name of the activity is on the Activity tab in the activity details.

Personal Data Processing

Batch Anonymisation

In the new version, you can anonymise your activities using standard batch operations. Select your items and click the Anonymise button – easy.

Log

We have added the option to keep a log that tracks which users accessed personal data stored in Daktela. To keep your data safe, it is not accessible via the user interface – hopefully you will never need it, but if you do, it is available on request.