Daktela V6.19 Release Notes

Dear customer,

Your Daktela V6 cloud platform will soon be upgraded to the latest version – 6.19. To enable you to better understand what this means for you, we have put together an overview of the most important features that will be available in the new version. We hope that they will be useful to you and that they will help you to keep improving your work.

The Daktela Team

Advanced Analytics

We are aware that every user needs to see different information in their statistics and reports. That's why the new version contains the **all new Advanced Analytics module** where you can create reports tailored to your specific needs. Use our predefined metrics and add a filter or go one step further and create your own custom metrics using standard mathematical operations. Advanced analytics are fully ready to be used with existing reports, wallboards and dashboards.

Forms separate from queues

Our improvements to the campaign module open up new possibilities. You can now use a campaign queue (including progressive and predictive queues) to call records with different forms, enabling you to **combine several campaigns** into a single call process. **Records now don't have to be paired with a phone number**. If you are working with campaign records in your integrations via REST API, make sure you are ready for the change. For more information click **here**.

"iframe" tabs in CRM, tickets and queues

Another advanced integration is the possibility to **open your own web app** in a tab in CRM Contacts or Accounts, ticket categories and some queue types. The external app receives information f rom its display context, allowing you to create **personalised views of customer info** based on data from your own information systems – e.g. to display a contact's orders.
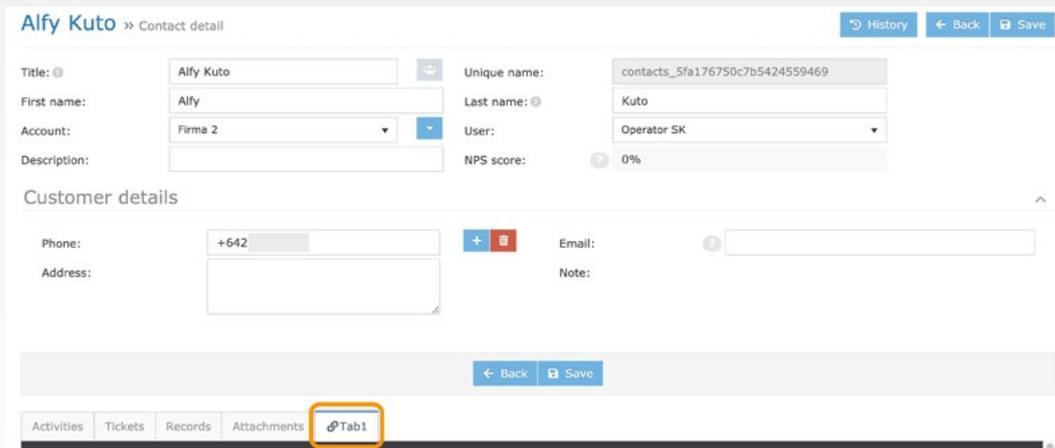

Automatic email reporting

Don't want to have to log in and look for your reports every time you need them? Get them sent to your email every day, week or month. Just set them up in the web interface and you will always have them when you need them.
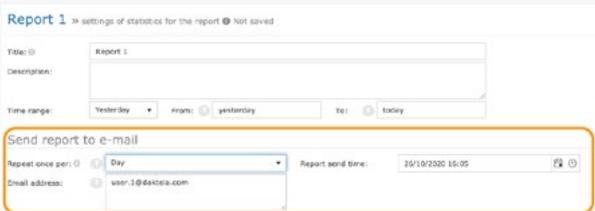

Answering machine detection

A handy dialler improvement is our new answering machine detection function that lets you identify customers who are often unreachable. It frees up agents who will not lose time on calls answered by IVRs.
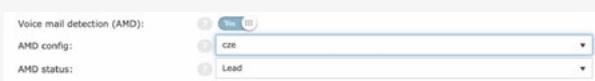
Next target after call ends

In the new version, you can set up a next target after the call ends. If you need to use e.g. automatic IVR call ratings, simply set the IVR as the next destination.
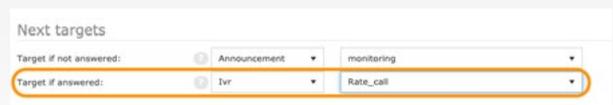
Several call attempt intervals

You can now set up different intervals for each attempt when using progressive or predictive diallers. E.g. After the first failed attempt, you can try again in 15 minutes and if unsuccessful again, the next attempt can be in 28 hours.
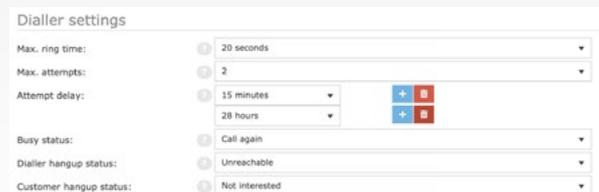
Full call flow process

In the interaction details, you can now see **where each call was routed as it passed through your contact centre**. A list of all the call's activities is available. You can find out e.g. how long the call rang at individual agents even if the call is answered.

Time	Action	Additional data
30/11/2020 12:31:34	Incoming call	CZ_mik, clid: 721352367, did: 246034626
30/11/2020 12:31:38	Activity distribution start	Distrubute for operator_sk
30/11/2020 12:31:38	Ringing	Ringing at operator_sk
30/11/2020 12:31:46	Activity reject	Rejected by operator_sk, duration: 8 s
30/11/2020 12:31:46	Activity distribution start	Distrubute for operator_cz
30/11/2020 12:31:46	Ringing	Ringing at operator_cz
30/11/2020 12:31:55	Activity reject	Rejected by operator_cz, duration: 9 s
30/11/2020 12:31:55	Activity distribution start	Distrubute for operator_sk
30/11/2020 12:31:55	Ringing	Ringing at operator_sk
30/11/2020 12:32:04	Answered	operator_sk
30/11/2020 12:32:04	Activity open	Opened by operator_sk
30/11/2020 12:32:28	Activity transfer	Transfered to 420 (User)
30/11/2020 12:32:28	Ringing	Ringing at operator_cz
30/11/2020 12:32:35	Activity open	Opened by operator_cz
30/11/2020 12:32:39	Hang up	operator_sk
30/11/2020 12:32:48	Activity close	Closed by operator_sk
30/11/2020 12:32:53	Hang up	operator_cz
30/11/2020 12:32:53	Terminate call	
30/11/2020 12:32:56	Activity close	Closed by operator_cz

Placeholders in email sender info

Emails using a single queue can now have different titles. Simply insert user or queue object placeholders in the queue settings and your emails can be titled e.g. according to which agent has sent them.

mail_queue » Queue detail ⓘ Not saved

Unique queue number:	879769
Title:	mail_queue
Description:	

Advanced settings

Queue active:	Yes III
Auto response:	Confirmation
Working hours:	pracovni doba čr
Auto response outside working hours:	OOO
User name:	{{user.title}}, Daktela
Address:	email@seznam.cz