

# Daktela V6.20 Release Notes

Dear customer,

Your Daktela V6 cloud platform will soon be upgraded to the latest version – 6.20. 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

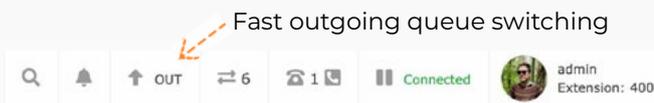
design

## Redesigned Layout and Graphics – it's finally here!

Version 6.20 brings you an entirely **new design and layout**, making a big step forward in ergonomics while keeping the structure you are used to that makes Daktela great.

### Navbar

There are now 2 separate buttons for logging in to **devices** and to **queues**. You can turn on **Fast outgoing queue switching** in the queue selection window which allows you to quickly toggle between your outgoing call queues directly from the Navbar. Switching to Unready has been moved to the Pause menu, while the user menu now allows you to Log out and to access My Profile and My Settings.



### Activity Notifications

You can **move** your incoming activity notifications to anywhere on the screen so they don't get in your way. If you can't answer an activity immediately, you can now **minimise** it to Waiting Activities and retrieve it from there when you're ready.



### Themes

To make work easier on your eyes, you can now select from a **Light** and **Dark** Theme.

Where can I find this?

Click your user icon, go to My Settings and select the theme you prefer.

### Sidebar

We have moved **Waiting, Missed and Postponed activities**, icons for creating new activities and ongoing call controls to the top of the Main Menu, freeing up the Navbar for your activity tabs. You can also add as many shortcuts as you need to the bottom of the Sidebar. Go to Manage → Users → Accesses to set up your shortcuts.

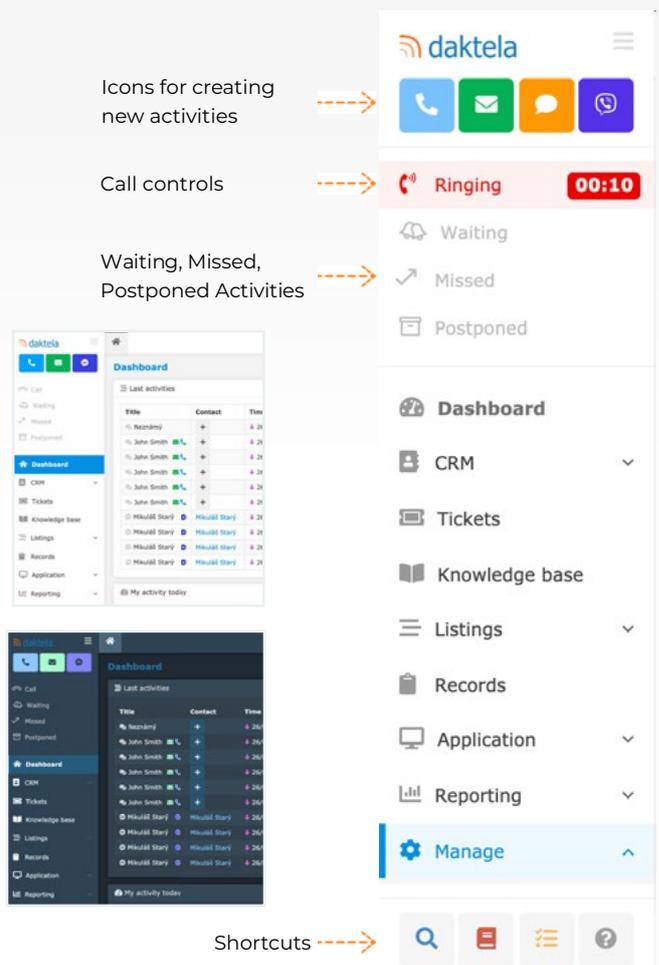
Icons for creating new activities



Call controls



Waiting, Missed, Postponed Activities

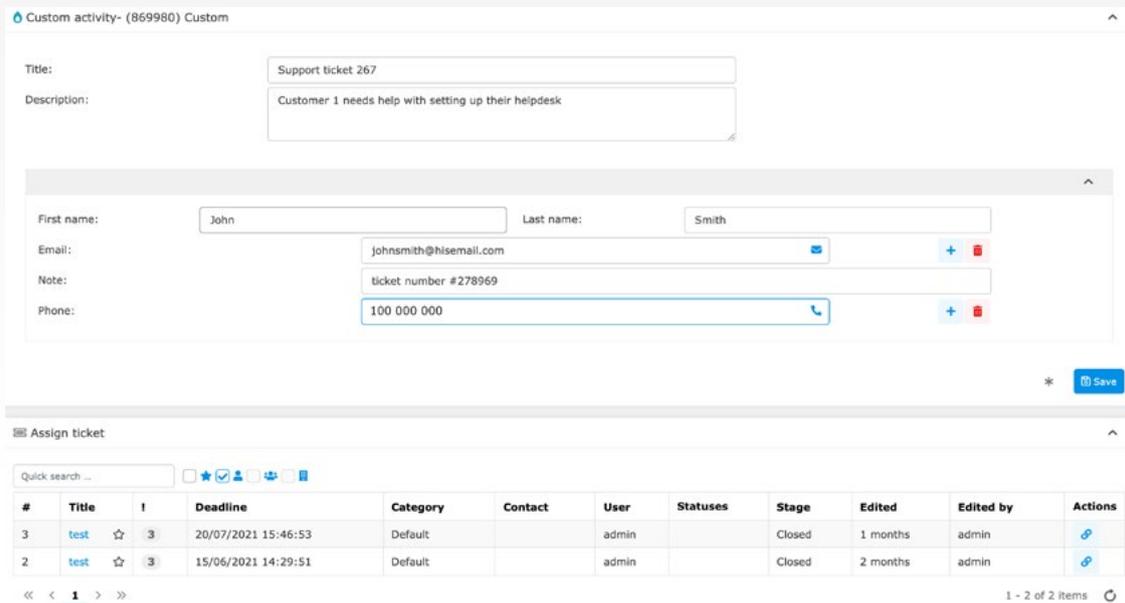


## Custom Activities – Hot Feature

Using the Daktela API, you can now create **custom activities**. They can be used e.g. to **track time spent** on tickets using macro buttons directly in Daktela or to integrate them with an external system. Custom activities can be linked with custom record types which can contain a number of fields that you can fill out during the activity. Activities can be distributed via queues and controlled in the Daktela GUI or via our API.

Where can I find this?

You can find out how to work with Custom Activities using our API in our API documentation located under API Help in the question mark in the bottom right corner of your Daktela installation. More information is available in our documentation under **Custom Queues** and **Custom Record Types**.



The screenshot shows a 'Custom activity' form with the following fields:

- Title: Support ticket 267
- Description: Customer 1 needs help with setting up their helpdesk
- First name: John
- Last name: Smith
- Email: johnsmith@hisemail.com
- Note: ticket number #278969
- Phone: 100 000 000

Below the form is an 'Assign ticket' table with the following data:

#	Title	!	Deadline	Category	Contact	User	Statuses	Stage	Edited	Edited by	Actions
3	test	☆	20/07/2021 15:46:53	Default		admin		Closed	1 months	admin	<a href="#">🔗</a>
2	test	☆	15/06/2021 14:29:51	Default		admin		Closed	2 months	admin	<a href="#">🔗</a>

## SSO Password Login Option

We have added the option to **sign in using a username and password** even if you normally use one of the SSO authentication methods. If your SSO provider experiences an outage, this is a handy way to ensure that you will still be able to access your Daktela accounts.

Where can I find this?

Allow password login in Manage > Global settings, set a password for each user in Manage > Users > List of users.

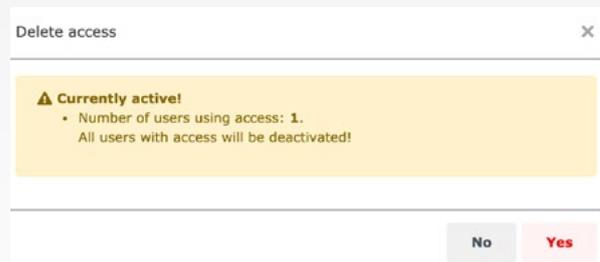


The screenshot shows a form with the following fields:

- Verify type: daktela.com
- Password: \*\*\*\*\*
- Authentication email: mikulas.stary @daktela.com

## Multi Steps

**It is now much easier to change settings while users are logged in.** When you change an Access or Right, any users using them will be logged out and their open activities will be force-killed. When you delete an Access, it's users will be deactivated. When you deactivate a user, they will be logged out. When you clone an outgoing queue where agents have automatic or fixed login, their login will be changed to manual in the newly created queue.



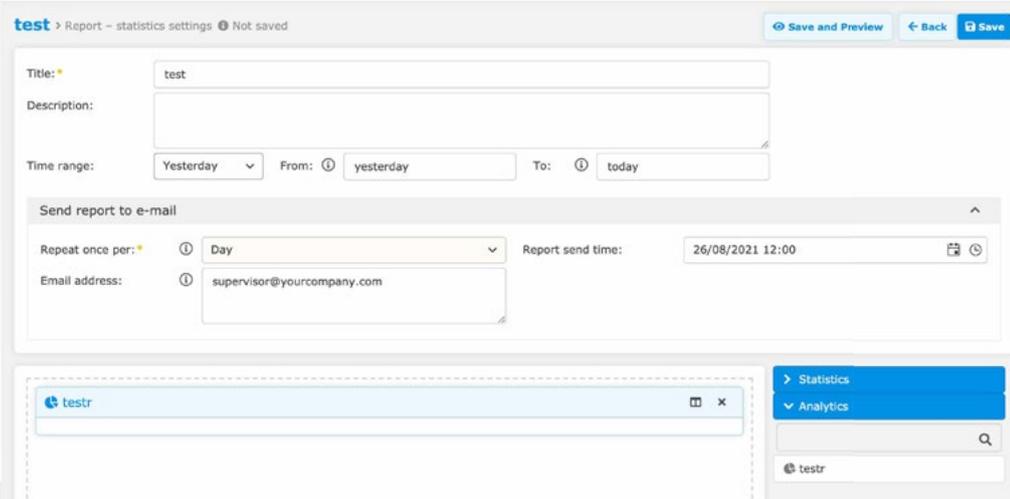
The screenshot shows a 'Delete access' dialog box with the following content:

- Currently active!
- Number of users using access: 1.
- All users with access will be deactivated!
- Buttons: No, Yes

## Analytics in Reports

We have added the option of using your Analytics into your Reports, giving you the power of **fully customizable reporting** in your periodic reports. Add your Analytics the same way you add Statistics –

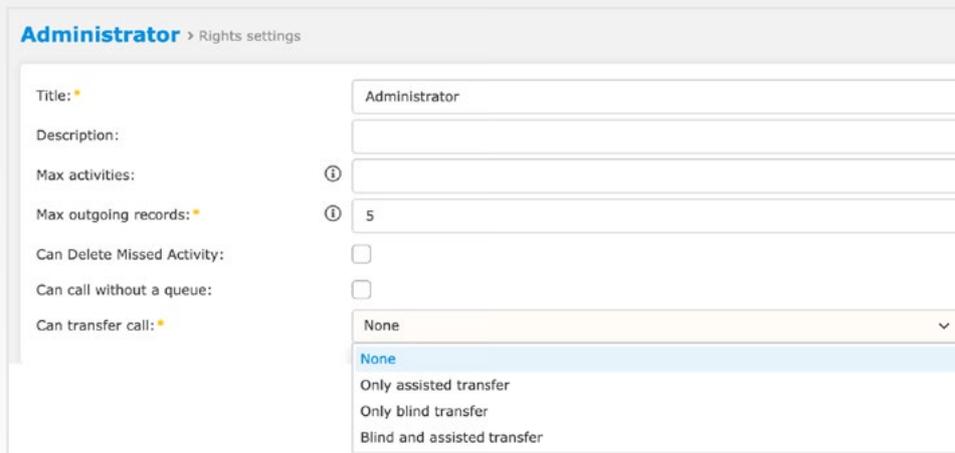
drag them from the list on the right and drop them into your report. There are also several new metrics in Analytics.



## Rights for Call Transfers

You can now select which Rights are allowed to transfer calls and specify which transfer types they can use: assisted, blind or both.

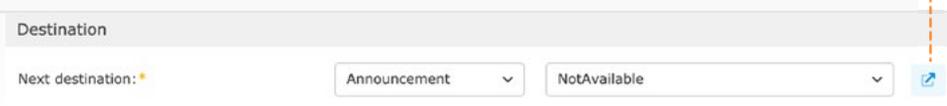
Where can I find this?  
You can set up transfer rights in Manage > Users > Rights.



## Shortcuts in Routings

When you set up your routings, it will now be easier to find your next destination – simply click the arrow button next to Next Destination to go directly to the next destination's settings.

Open  
Announcements  
→ NotAvailable



## MS Internet Explorer and Edge

### End-of-Support

From version 6.20, Daktela no longer supports MS Internet Explorer and legacy MS Edge. **Chromium-based MS Edge is still supported.**