



Virtual PBX and Contact Centre Solution Daktela

Quotation valid until: 31.12.2023

Quotation currency: EUR

Monthly fee total: 45,00

Expected monthly fee for one agent: 0,00

One-Time fee total: 312,00

One-Time fee for service: 312,00

One-Time fee for hardware: 0,00

SLA service level: SLA 24x7 / 4+4

Virtual server specification

Product code	Number of lines total	10 lines	Cost/1pc
dak-line-10/25/50	SoHo	10	25,00
Dak-line-ad50	Package of additional 50 lines	0	60,00
Dak-rec-1/3/6/12m	Call recordings for BackOffice (6 months retention)	0	60,00

Contact Center specifications

Product code		10 lines	Cost/1 pc
Dak-voicew-pa	Daktela Voice licence without call recordings		25,00
Dak-voicer-pa	Daktela Voice licence with call recordings (6 months)		35,00
Dak-campr-pa	Daktela Voice campaign licence with call recordings (6 months)		47,00
Dak-crm-pa	Daktela CRM licence (history of communication)		12,00
Dak-help-pa	Daktela Helpdesk (Email & Ticket)		25,00
Dak-webc-pa	Daktela WebChat & ChatBot licence		12,00
Dak-smssc-pa	Daktela SMS licence		12,00
Dak-fbmc-pa	Daktela Facebook Messenger chat licence		12,00
Dak-whbc-pa	Daktela Whatsapp chat licence		12,00
Dak-vibc-pa	Daktela Viber chat licence		12,00
Dak-clic-pa	Daktela Click2Call licence		12,00
Dak-vico-pa	Daktela VideoChat & Cobrowsing licence (Call charges: 0,04 EUR/min.)		12,00
Dak-knbl-pa	Daktela Knowledge Base licence		4,00
Dak-api-si	Daktela API	YES	Free
Dak-moba-si	Daktela Mobile App	YES	Free

Statistics

Product code		10 lines	Cost/1pc
Dak-repo-si	Daktela Reports and Statistics	Yes	Free
Dak-real-si	Daktela RealTime panel	Yes	Free
Dak-wall-pa	Daktela Wallboard - Reports and Statistics on LCD	0	4,00
Dak-aaas-pa	Daktela Advanced Analytics - Advanced Statistics	0	8,00
Dak-dsac-pa	Google Data Studio - API Connector (min. 10 users, max. 30 users)	0	8,00
Dak-bqwh-pa	Google BigQuery DataWareHouse (min. 10 users)	0	16,00

Voice services for PBX

Product code		10 lines	Cost/1pc
	Calls to fixed networks (Price for 1 min., Tariff 1s)		0,02
	Calls to mobile networks (Price for 1 min., Tariff 1s):		0,07
Dak-sipt-si	Daktela SIP trunk (SoHo)	1	20,00
Dak-exsip-pt	SIP trunk from another provider	0	60,00
Dak-mvno-pn	Daktela Virtual Mobile Number CZ/SK	0	20,00
Dak-intdid-pn	International DID numbers	0	20,00
Dak-gsmp-pn	GSM port (SIM Hosting)	0	34,00
Dak-tfgreen-pn	(Only in CR) Toll-free lines: White line 084xx, 034xx - call charges are paid by the customer	0	20,00
Dak-tfwhit-pn	Toll-free lines: Blue line - 0810, 0844, 0855 - shared charges	0	20,00

Dak-minut-1000	Daktela free minutes - 1 000 min.	0	50,00
Dak-minut-3000	Daktela free minutes - 3 000 min.	0	120,00
Dak-minut-10000	Daktela free minutes - 10 000 min.	0	380,00

Integration with external systems

Product code		10 lines	Cost/1 pc
Dak-cusint-si	Integration with external systems	NO	60,00
Dakt-sforce-si	Salesforce	NO	200,00
Dak-usys-si	ZIS is-USYS	NO	200,00
Dak-msad-si	Microsoft Active Directory	NO	60,00
Dak-aadir-	Azure Active Directory	NO	60,00
Dak-vocall-si	Vocalls	NO	60,00
Dak-Arist-si	Aristotelos	NO	60,00
Dak-nttech-si	Newton Technologies	NO	60,00
Dak-chbot-si	Daktela ChatBot (Integration with internal system)	NO	60,00
Dak-nlpbot-si	Daktela NLP ChatBot (Feedyou, Artin, Wingbot)	NO	60,00
Dak-mstea-si	Microsoft Teams	NO	60,00
Dak-gcert-si	Google Gmail certification	NO	40,00

Services

Product code		10 lines	Cost/1pc
SMS Services – SMS Connect			
Dak-connect-pt	Daktela SMS Connect	0	30.00
Dak-alphacon-pt	Own identification (alphanum max. 11 characters)	0	30.00
	<i>SMS to Czech Republic LandLine numbers (outgoing traffic only) (Info or Own Identification)</i>	X	
	<i>SMS to Czech Republic or Slovak Mobile numbers (outgoing traffic only) (Info or Own Identification)</i>	0,035	
	<i>SMS to the Czech Republic with a LandLine number identification (outgoing / incoming traffic, the number can be called)</i>	X	
SMS Services - SIM hosting			
Dak-gsmp-pn	GSM port rental with SMS API (SIM hosting)	0	60,00
	<i>(Only in CR) SMS with identification by Daktela SIM number (outgoing / incoming traffic, can be called)</i>	X	
	<i>SMS with identification by SIM number (outgoing / incoming traffic, can be called)</i>		<i>SIM card tariff</i>
WhatsApp Connect			
Dak-what-sub-pn	WhatsApp Connect monthly subscription	0	120,00

Viber Connect

Dak-vibc-sub-pn	Viber Connect monthly subscription	0	60,00
-----------------	------------------------------------	---	-------

Contact center add-on modules

Dak-robo-pn	Daktela Robocaller - automatic machine calling	0	40,00
Dak-tts-sub-pn	Daktela Text to speech monthly subscription	NO	40,00
	<i>Daktela Text to speech query (max 100 characters)</i>	1,00	
Dak-steer-sub-pn	Daktela Callsteering monthly subscription	NO	40,00
	<i>Daktela Callsteering Query (max. 7 seconds)</i>	0,02	
Dak-autom-sub-pn	Daktela Voice automat (Connect Robocaller + TTS + Callsteering)	0	200,00
Dak-fax-sub-pn	Daktela FAX Server	0	20,00
Dak-dialer-si	Daktela AutoDialer - Contact database clean-up	0	320,00

Daktela Billing module

Dak-billm-si	Daktela Billing module - online tariffication with the possibility of multiple tariffs	0	120,00
	<i>Daktela Billing Query</i>	0,12	

Data connection to Daktela Cloud

Dak-L2-si	L2	0	200,00
Dak-ipse-si	IPSec	0	100,00

Product code		10 lines	Cost/1pc
Activation fees of PBX, contact center, etc.			
Dak-pbx-act	PBX Activation fee	YES	156,00
Dak-cc-act	Call Center Activation fee	YES	156,00
Dak-exsip-act	SIP trunk from different provider Act ivation fee	NO	520,00
Dak-virtu-act	PBX in customers virtualizoation Act ivation fee	NO	520,00
Dak-proseh-set	Configuration, Setup, and Training (MH)	0	65,00
Dak-prosed-set	Configuration, Setup, and Training (MD)	0	520,00
Dak-enteh-set	Work with integration and consultat ion (MH)	0	98,00
Dak-ented-set	Work with integration and consultat ion (MD)	0	784,00
Dak-intnum-act	International number Activation fee	NO	65,00
Dak-virnum-act	Virtual Mobile Number Activation fee	NO	65,00
Dak-tfnum-act	Daktela Toll-free lines Activation fee	NO	65,00
Dak-admin-singsip-act	Administrative fee for assigning num ber to the SIP trunk	NO	65,00
Dak-admin-batchsip-act	Administrative fee for assigning num bers to the SIP trunk	NO	100,00

Dak-sm-sc-act	Daktela SMS Connect Activation fee	NO	65,00
Dak-gsm-act	GSM port Activation fee	NO	65,00
Dak-whbc-act	WhatsApp Connect Activation fee	NO	156,00
Dak-vibc-act	Viber Connect Activation fee	NO	156,00
		NO	
Dak-dsac-act	Google Data Studio Activation fee		65,00
Dak-bqwh-act	BigQuery Studio DWH Activation fee	NO	65,00
Dak-mstea-act	Microsoft Teams Activation fee	NO	65,00
Dak-tts-act	Daktela TTS - Text to speech Activation fee	NO	65,00
Dak-steer-act	Daktela Callsteering - speech recognition Activation fee	NO	65,00
Dak-billm-si	Daktela Billing Activation fee	NO	156,00
Dak-fax-act	Daktela FAX Server Activation fee	NO	156,00
Dak-L2-act	Data connection to Daktela Cloud L2 / IPsec Activation fee	NO	784,00
Dak-ipse-act			
Dak-promp-hv	PBX sound recording - human voice	0	40,00
Dak-promp-mv	PBX sound recording - machine voice	0	20,00
Dak-post	Postage	0	10,00

SLA

Product code		10 lines	Cost/1 pc
SLA Servis level			
Dak-SLA-5844	SLA 5x8 / 4+4	NO	Free
Dak-SLA-24744	SLA 24x7 / 4+4	YES	Free
Dak-SLA-24722	SLA 24x7 / 2+2	NO	144,00
Dak-SLA-cust	SLA - Parameters and Guarantees can be arranged according to specific requirements	NO	Contact us
SLA PrePaid technical support			
Dak-ppSLA-1h	Start (1 hour)	0	60,00
Dak-ppSLA-2h	Soho (2 hours)	0	115,00
Dak-ppSLA-4h	Profi (4 hours)	0	210,00
Dak-ppSLA-8h	Enterprise (8 hours)	0	288,00
(Czech Republic only)			
Daktela Mobile - monitoring and recording of mobile phones			
Dak-mvno-unlim	(CR Only) - Daktela Mobile - tarif Unlimited GSM, unlimited call to ČR		Kontaktujte nás

Dak-mvno-prof	(CR Only) - Daktela Mobile - tarif Profi GSM, Calls to ČR for 1.30 Kč / min, Insite Daktela Network free	0	7,60
Dak-mvno-md600	(CR Only) - Daktela Mobile - mobile data 600 MB, supports LTE a 5G networks	0	4,00
Dak-mvno-md1500	(CR Only) - Daktela Mobile - mobile data 1500 MB, supports LTE a 5G networks	0	7,00
Dak-mvno-md3000	(CR Only) - Daktela Mobile - mobile data 3000 MB, supports LTE a 5G networks	0	12,00
Dak-mvno-md6000	(CR Only) - Daktela Mobile - mobile data 6000 MB, supports LTE a 5G networks	0	22,00
Dak-mvno-md10k	(CR Only) - Daktela Mobile - mobile data 10 000 MB, supports LTE a 5G networks	0	25,00

Hardware - Equipment sales

Product code		10 lines	Cost/1 pc
IP desk phone			
Dak-yel-t23	Yealink SIP-T23G - IP tel., PoE, 2,8" 132x64 LCD, 3 prog.tl., GigE	0	79,00
Dak-yel-t31	Yealink SIP-T31G - IP tel., GigE, 2,3" 132x64 LCD	0	73,00
Dak-yel-t33	Yealink SIP-T33G - IP tel., GigE, 2,4" 320x240 LCD, GigE	0	79,00
Dak-yel-t43	Yealink SIP-T43U - IP tel., PoE, 3.7" 360x160 LCD, 21 prog.buttons, GigE, 2x USB	0	125,00
Dak-yel-t48	Yealink SIP-T48U - IP tel., PoE, 7" color LCD, 29 prog.buttons, GigE, 2x USB	0	253,00
Expansion modul			
Dak-yel-exp43	Yealink EXP43 - exp. modul with LCD, 60 buttons, for phones T43U and T48U	0	76,00
IP WireLess phone			
Dak-yel-w53p	Yealink W53P - IP DECT base+handset, PoE, 1,8" color disp., up to 8 handsets	0	101,00
Dak-yel-w60p	Yealink W60P - IP DECT base+handset, PoE, 2,4" color disp., up to 8 handsets	0	101,00
Dak-yel-w53h	Yealink W53H - IP DECT handset for W53P (W52P or W56P), 1,8" color disp.		
Dak-yel-w56h	Yealink W56H - IP DECT handset for W56P or W52P, 2,4" color disp., USB	0	77,00
Dak-yel-w59r	Yealink W59R - IP DECT, robust handset, 1.8" color LCD, IP67	0	176,00

HeadSet

Dak-yel-yhs33	Yealink YHS33 - over-head, mono, including reduction RJ9 (tel.Yealink)	0	35,00
Dak-yel-uh36-m	Yealink UH36 Mono - over-head, mono, including USB reduction, 3,5mm Jack	0	57,00
Dak-yel-uh36-d	Yealink UH36 Dual - over-head, duo, including USB reduction, 3,5mm Jack	0	68,00
Dak-wel-mrd890	WELL Mairdi MRD-890BT - over-head, mono / Bluetooth without adapter, USB Charging	0	40,00
Dak-wel-mrd890d	WELL Mairdi MRD-890BTD - over-head, duo / Bluetooth without adapter, USB Charging	0	46,00
Dak-evo-65m	EVOLVE-65-MONO-MS - over-head, mono / Bluetooth including adapter, USB Charging	0	153,00
Dak-evo-65s	EVOLVE-65-STEREO-MS - over-head, duo / Bluetooth including adapter,USB Charging	0	160,00
Dak-bwr-3210	BLACKWIRE-C3210-USB-A - over-head, mono / USB-A, volume control	0	42,00
Dak-bwr-3320	BLACKWIRE-C3320-USB-A - over-head, duo / USB-A, volume control	0	51,00

Hardware - Equipmnet rental

Product code		10 lines	Cost/1 pc
IP desk phone			
Rent-Dak-yel-t23	Yealink SIP-T23G - IP tel., PoE, 2,8" 132x64 LCD, 3 prog.buttons, GigE	0	6,00
Rent-Dak-yel-t31	Yealink SIP-T31G - IP tel., GigE, 2,3" 132x64 LCD	0	6,00
Rent-Dak-yel-t33	Yealink SIP-T33G - IP tel., GigE, 2,4" 320x240 LCD GigE	0	6,00
Rent-Dak-yel-t43	Yealink SIP-T43U - IP tel., PoE, 3.7" 360x160 LCD 21 prog.buttons, GigE, 2x USB	0	9,00
Rent-Dak-yel-t48	Yealink SIP-T48U - IP tel., PoE, 7" color LCD, 29 prog.buttons, GigE, 2x USB	0	19,00
Expansion modul			
Rent-Dak-yel-exp43	Yealink EXP43 - exp. modul with LCD, 60 buttons, for phones T43U and T48U	0	6,00
IP WireLess phone			
Rent-Dak-yel-w53p	Yealink W53P - IP DECT base+handset, PoE, 1,8" color disp., up to 8 handsets	0	8,00
Rent-Dak-yel-w60p	Yealink W60P - IP DECT base+handset, PoE, 2,4" color disp., up to 8 handsets	0	8,00
Rent-Dak-yel-w53h	Yealink W53H - IP DECT handset for W53P (W52 or W56P), 1,8" color disp.		
Rent-Dak-yel-w56h	Yealink W56H - IP DECT handset for W56P or W52P, 2,4" color disp., US	0	6,00
Rent-Dak-yel-w59r	Yealink W59R - IP DECT, robust handset, 1.8" color LCD, IP67	0	13,00

HeadSet

Rent-Dak-yel-yhs33	Yealink YHS33 - over-head, mono, including reduction RJ9 (tel.Yealink)	0	3,00
Rent-Dak-yel-uh36-m	Yealink UH36 Mono - over-head, mono, including USB reduction, 3,5mm Jack	0	5,00
Rent-Dak-yel-uh36-d	Yealink UH36 Dual - over-head, duo, including USB reduction, 3,5mm Jack	0	5,00
Rent-Dak-wel-mrd890	WELL Mairdi MRD-890BT - over-head, mono / Bluetooth without adapter, USB Charging	0	3,00
Rent-Dak-wel-mrd890d	WELL Mairdi MRD-890BTD - over-head, duo / Bluetooth without adapter, USB Charging	0	4,00
Rent-Dak-evo-65m	EVOLVE-65-MONO-MS - over-head, mono / Bluetooth including adapter, USB Charging	0	11,00
Rent-Dak-evo-65s	EVOLVE-65-STEREO-MS - over-head, duo / Bluetooth including adapter,USB Charging	0	12,00
Rent-Dak-bwr-3210	BLACKWIRE-C3210-USB-A - over-head, mono / USB-A, volume control	0	3,00
Rent-Dak-bwr-3320	BLACKWIRE-C3320-USB-A - over-head, duo / USB-A, volume control	0	4,00

Prices are without VAT.