

Daktela V6.22 Release Notes

Dear Customer,

Your Daktela V6 cloud platform is about to be upgraded to our latest version – 6.22. So you can make the most of the new features and functionalities we have included in this release, we have put together a short summary of what you can expect and where you can find it. We hope that you will find these features useful and that they will help you in your everyday operations.

The Daktela Team

GDPR and Compliance

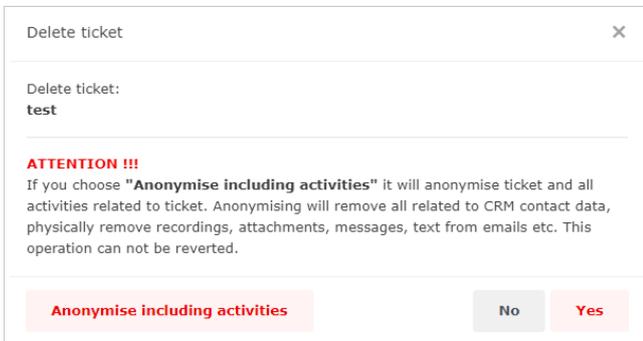
We know that meeting stringent legislation requirements is important to our customers and to enable them to do so, we have included several features that address compliance in our new release.

Anonymisation

During GDPR anonymisation of tickets, all data is now anonymised including comments. Anonymised tickets are no longer deleted – they remain in your helpdesk but don't contain any personal information.

Where can I find this?

Find the ticket you want to anonymise, click Delete and then Anonymise including activities.



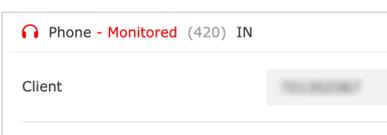
Call Monitoring

We have improved how call monitoring works and added more granular control over who can monitor calls. You can turn on notifications about active call monitoring of activities. They can be in the form of a recording played back to the agent and caller or a visual notification for the agent only.

Where can I find this?

You can set up who can monitor calls in Manage → Users → Accesses, in Advanced settings in the Application tab.

You can turn on monitoring notifications in Manage → Queues.



Call Recording Notifications

To make sure your customers know what you are doing with their data, you can now notify them automatically when you start and end recording a call.

Where can I find this?

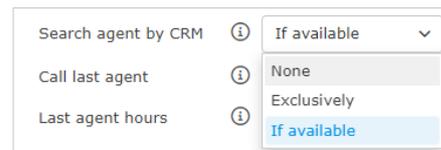
You can turn on recording notifications in Manage → Queues.

Ringling Strategy

When someone that's already saved in your CRM module contacts you, you can now distribute the activity to the agent that owns the given CRM entry. You can select whether to only ever distribute to that agent or to continue with the distribution strategy if they are not available.

Where can I find this?

You can turn this feature on in Manage → Queues.



Chatbot API

Integrating your third-party chatbot into your Daktela webchat or social media messages has become super easy thanks to our new chatbot API. You can pass parameters from your website on to the chatbot and provide your customers with care tailored specifically to them.

Where can I find this?

Go to Manage → Routings → web chat or social media → Chatbots.

Sorting Missed Activities by Priority

You can now sort your missed activities by the priority of the queue they used. If you use automatic callback, calls will be made in the order set by priority. To make this feature easier to work with, we have standardised how priorities work for different types of queues.

Where can I find this?

Open Missed Activities from the sidebar and click the Priority column.



Knowledge Base Subfolders

Our new version lets you give your Knowledge Base more structure thanks to subfolders. Select which folders will be open automatically, make your folder tree as complex or as simple as you need and make sure your articles are nice and organised.

Where can I find this?

Set up your folder structure in Manage → Knowledge base → Folders.

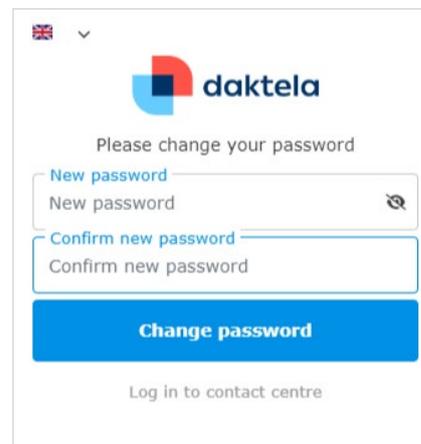


Password Changes

When a user's password is changed by the administrator in Manage → Users → List of users, you can force the user to change it next time they log in, making sure no one can log in as someone else.

Where can I find this?

Go to Manage → Users → Rights and tick One time password.



Mobile App Push Notifications

We have prepared the core Daktela PBX so that you can receive push notifications about activity in your contact centre on your mobile devices. Push notifications will be available in the mobile app in its next release this summer.