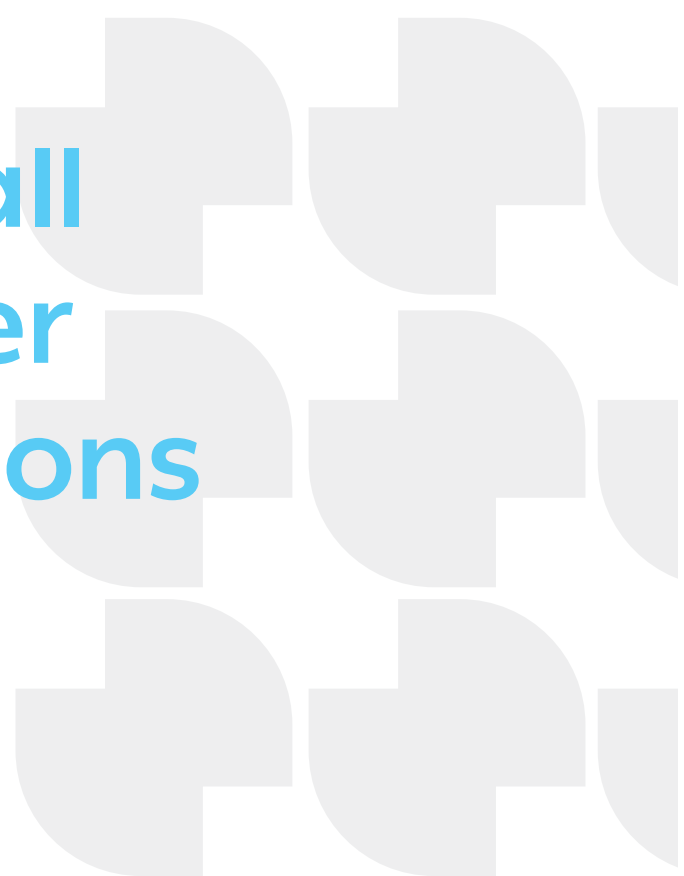




One app for all your customer communications

Daktela UK | info@daktela.co.uk
0800 470 2159 | www.daktela.co.uk



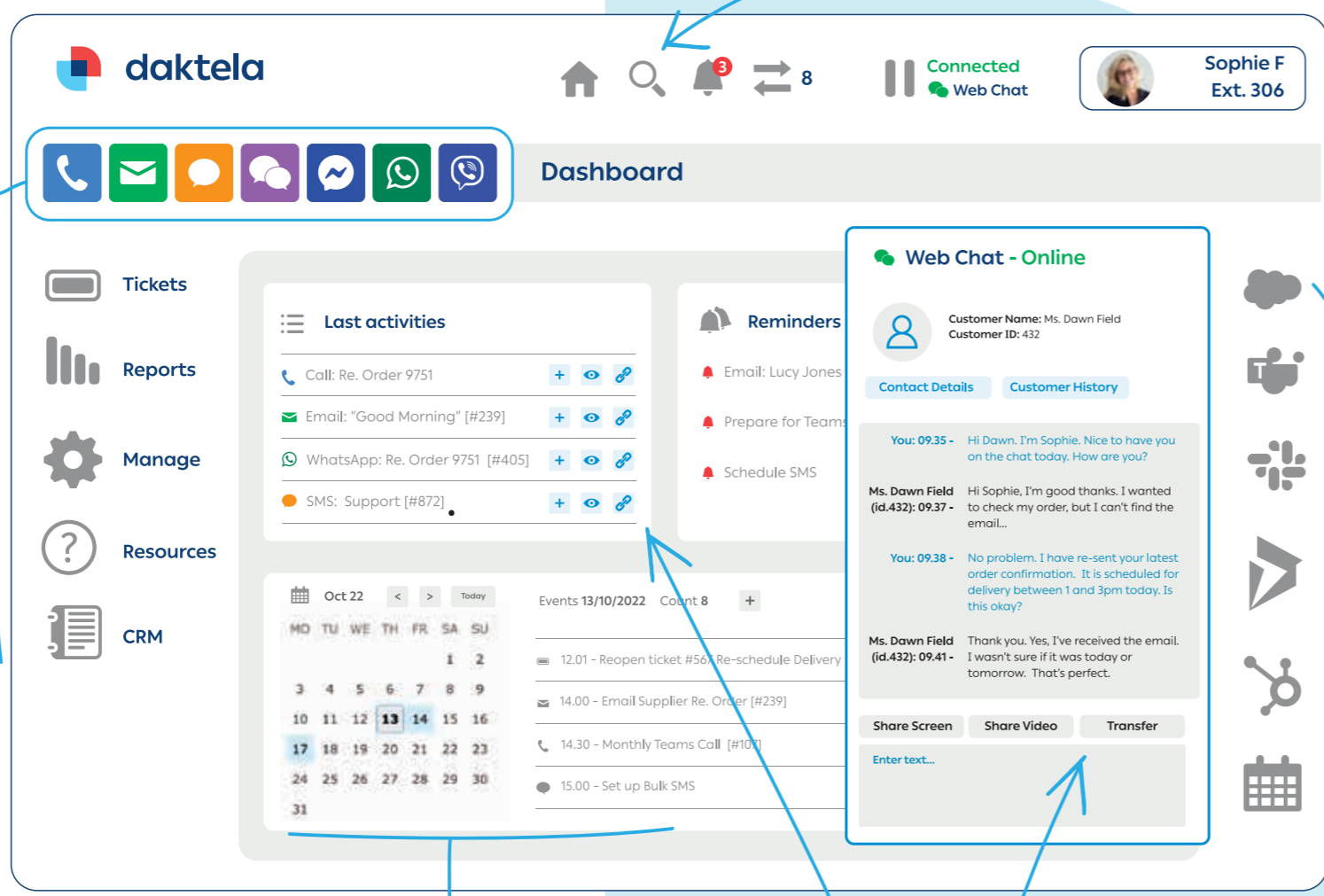
The communications hub that grows with your business

Deliver extraordinary customer experiences

Teams from 5 to 1000 use Daktela to take their communications to the next level - all while keeping a personal touch.

From simple cloud telephones scaled right up to advanced communications across all channels. You can create happier customers and drive business growth.

All your communications are in one place, so you can pick and choose what is right for your business today knowing we are ready to grow with you in the future.



Search all your calls, contacts, messages & comments

All your phone & messaging apps in one place

Quickly access tickets, reports & customer info.

Integrate with your favourite tools

Customise tasks & notifications

Easily add /assign tasks other colleagues

The screenshot shows a user interface for 'daktela' with a top navigation bar including a search icon, a notification bell with '3' alerts, and a user profile for 'Sophie F Ext. 306'. Below the navigation is a 'Dashboard' section with a row of social media and messaging app icons (Phone, Email, WhatsApp, etc.). A left sidebar contains menu items: Tickets, Reports, Manage, Resources, and CRM. The main content area is divided into 'Last activities' (listing recent calls, emails, and WhatsApp messages), 'Reminders' (listing tasks like 'Email: Lucy Jones' and 'Schedule SMS'), and a calendar for 'Oct 22' showing events for '13/10/2022'. A 'Web Chat - Online' window is open, showing a conversation with 'Ms. Dawn Field (id.432)' and options to 'Share Screen', 'Share Video', and 'Transfer'.



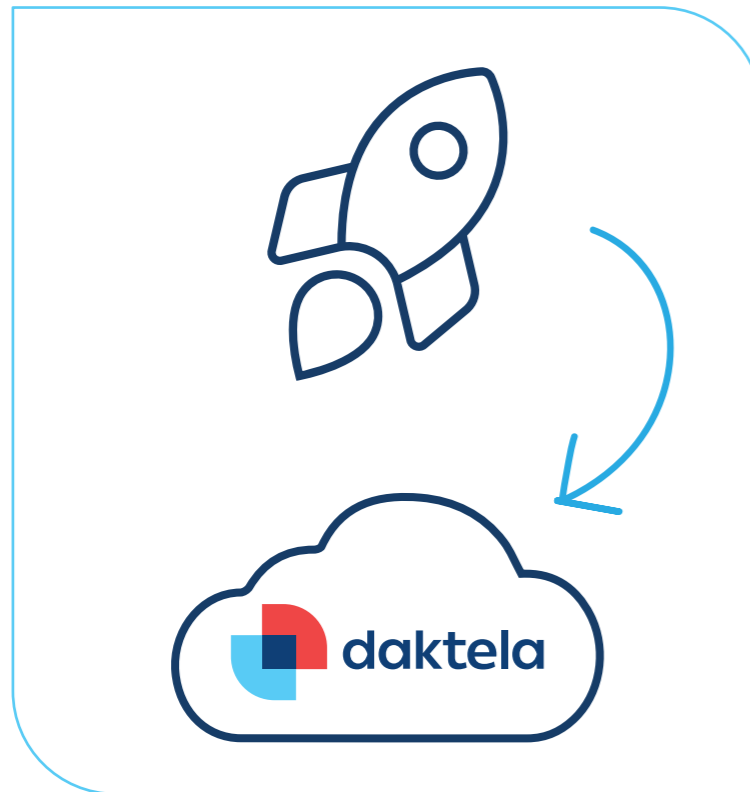
**FREE COMMUNICATIONS
AUDIT**

Let us help you understand what is right for your business, contact us to arrange a free communications audit.

Call 0800 470 2159 or email: info@daktela.co.uk

3 reasons why businesses choose Daktela:

1. Start Up to Cloud



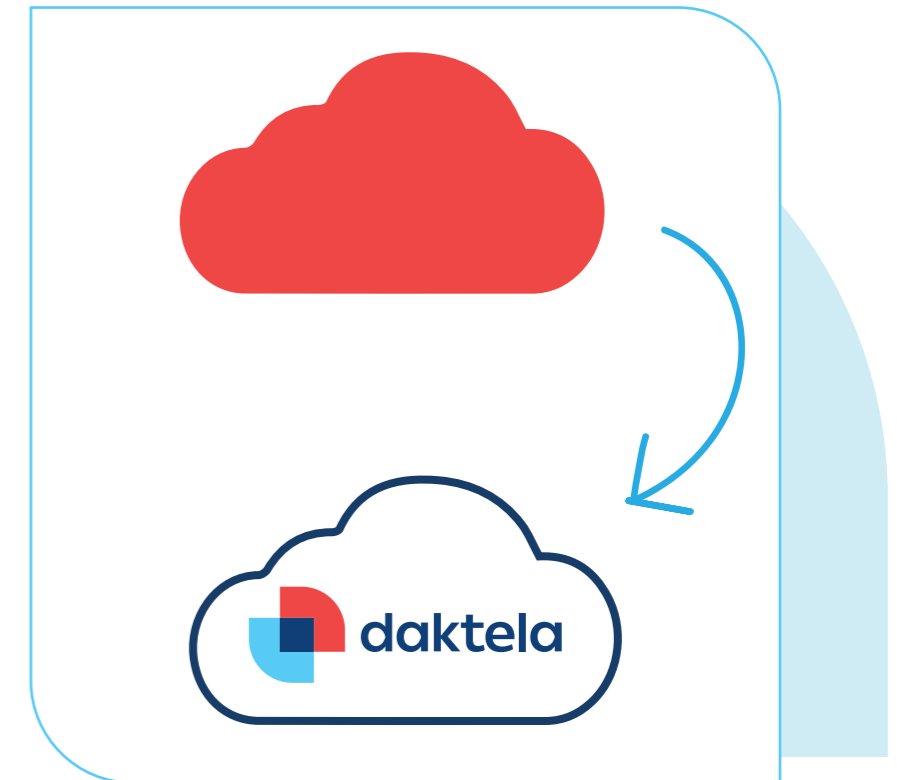
Smaller businesses and start-ups that are looking to upgrade their phone systems to the Cloud, to save money and prepare for the future.

2. On Premise to Cloud



Businesses looking to save time, money and resources by migrating technology to a secure cloud solution.

3. Cloud to Cloud



Not all cloud suppliers are the same, businesses choose Daktela as we offer the best technology, at the best price with the best support.



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Flexible working

Remote or Hybrid work solutions are now a necessity for many businesses. Daktela is in the cloud, so your team can work from anywhere, all while staying aligned and connected.

Take & make phone calls

Make and receive calls on your laptop from anywhere. You can also add headphones or a compatible handset.

Empower workforce

On the Daktela platform you can create and assign tasks so it's clear for everyone to understand what they're responsible for.

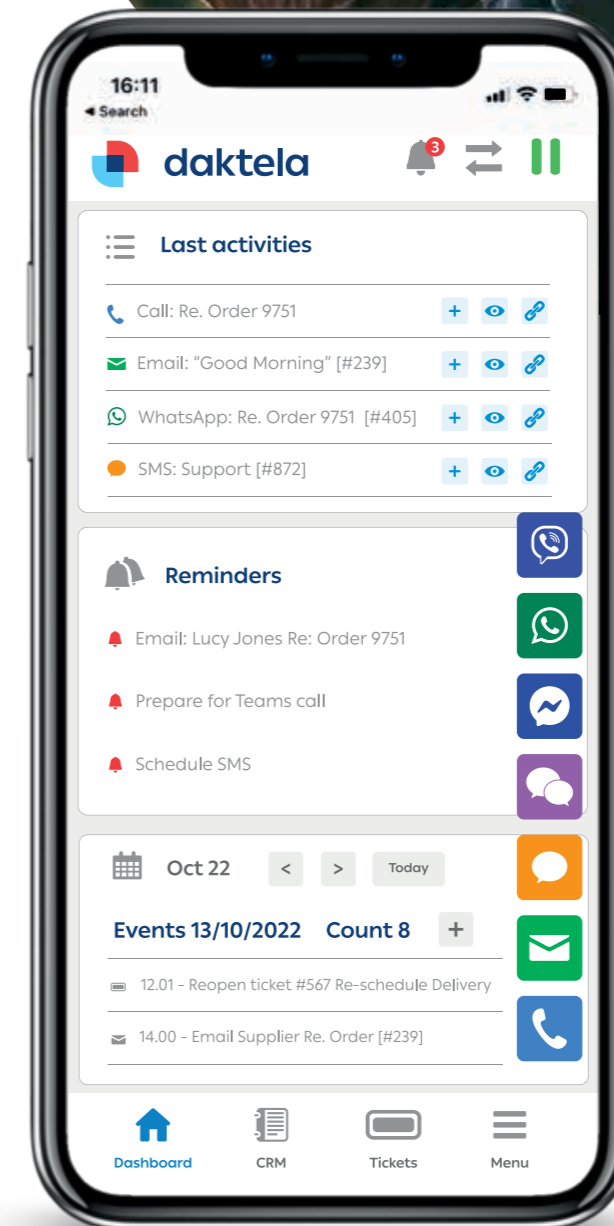
Once assigned, they will have full communication history, giving them the tools and information they need to do their job quickly and effectively. Followers can also check in on progress or proactively know who needs support.

Effective management

With a range of historical and Real-time information, you can get a bird's eye view of performance and customer experience. You can also set up customised reports direct to your inbox and easily track performance in line with KPIs.

Stay connected from anywhere

Using our mobile app, you can manage your teams if you are out of the office and keep everyone connected when they work remotely.



“ 85% of adults prefer a HYBRID APPROACH to work

- OFFICE FOR NATIONAL STATISTICS

There's a plan for every business

Teams from 5 to 1000 use Daktela for their communications . Simply mix and match to suit your individual business needs so you can **reduce costs, save time and improve communications**

Daktela Cloud Phone

Upgrade your telephone system & reduce costs

from just **£7.50** per user/month

- ✓ Simple set-up
- ✓ Guaranteed voice quality
- ✓ 24/7 UK Support Team
- ✓ No maintenance fees
- ✓ Secure Cloud infrastructure
- ✓ Affordable pay-as-you-go pricing
- ✓ Inclusive minutes package
- ✓ Plus much more

PERFECT FOR START UPS

Daktela Lite

Advanced call features to improve sales & save time

from just **£12.50** per user/month

Everything in Daktela Cloud Phone, plus:

- ✓ Intelligent Call Routing
- ✓ IVR Call Menus
- ✓ Skill-Based Routing
- ✓ Real-Time Management Info
- ✓ Integrate with existing systems CRM etc
- ✓ Process Secure Card Payments
- ✓ Plus much more

SCALING WITH YOUR BUSINESS

Daktela Contact Centre

Give your customers communication freedom

from just **£25** per user/month

All in one communications:

- ✓ Customer Transaction History, Customised Reporting
- ✓ Bespoke Wallboards
- ✓ Web Chat, Email, SMS
- ✓ Co-Browsing and Video Chat
- ✓ Intelligent Chat Bot
- ✓ Social Media Messaging
- ✓ Plus much more

OMNICHANNEL CONTACT CENTRE



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AUDIT**

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Why choose Daktela?

Choosing the company that provides your communication solution is often the most important consideration. At Daktela, we pride ourselves on getting to understand our customers' business and developing a solution that fits each customer's unique requirements.

In our experience, customers choose a cloud-based communications solution based on four distinct elements:

Cost

Our pricing is always based on your own requirements to ensure you only ever pay for what you need. This ensures you always get the best solution with the best support at the best price, starting from £7.50 per user per month.

Functionality

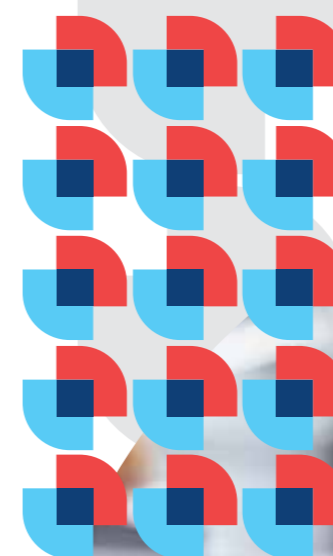
Daktela will always provide a solution that meets our customer requirements. We achieve this by completing a thorough free Application Discovery process which allows us to understand your business objectives and to design a solution that fits your own functional needs.

Support

Unlike most other cloud vendors, we bring a traditional approach to customer support. Central to this is our belief that any successful implementation requires us to first understand our customer business and for our customers to understand our solution. Achieving this allows us to support you in the most effective way. Our existing customers are always our best references, and we are happy to provide these upon request.

System Availability

Daktela's focus as a cloud-based supplier is to ensure the service is always available. We provide full-service availability statistics to our customers on a monthly basis and offer a range of options that provide additional resilience through our datacentre infrastructure and telecoms networks. Business Continuity planning also ensures we are always available to help, no matter the circumstances.



**CONTACT US FOR
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CALL THE SPECIALISTS

0800 470 2159

Email: info@daktela.co.uk
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