



Challenge



Solution

Daktela implemented a full omnichannel solution for Dražice that consolidated all channels – from phone and email to chat and social media – into a single platform. The solution included automated ticket routing, CSAT and NPS tracking, and clear reporting for management. It was tailored to the company's needs, including processes for claims and service management.

Thanks to the modernized contact center and the implementation of Daktela, Dražice achieved significant improvements in key areas:



First response speed increased by nearly 50%



The number of handled calls increased by over 33%, with the same number of agents



Average waiting time on the customer line dropped by approximately 25%



Processed inquiries increased by over 15% without growing the team

CSAT

2024	•	79 %
2025	•	83 %

NPS

2024	•	61 %
2025	•	64 %

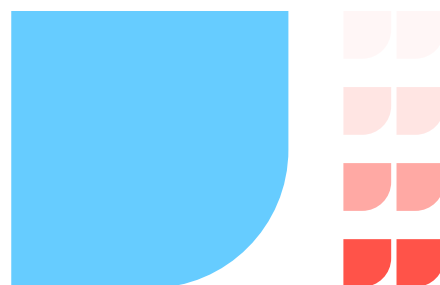
These results confirm that communication centralization and process automation **significantly improved the quality and speed of customer care.**



Customer testimonial



"Daktela helped us handle the growing number of customer inquiries without having to expand our team. We've sped up our responses, clarified our communications, and gained a complete overview of all inquiries. Customer satisfaction is key for us – and with the Daktela platform, we're now better able to measure and improve it."



Monika Fryčová, Head of Customer Service and Technical Control, Družstevní závody Dražice



Contact

Do you also want to improve customer care in your company?

CONTACT US!

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