

# Get started

Find out how to use the basic controls in Daktela.

- [Go Ready](#)
- [Select a device](#)
- [Select queues](#)
- [Ready state – static panel controls](#)
- [Answer incoming activities](#)
- [Pauses](#)
- [Switch to Unready](#)
- [Log out of Daktela](#)

## Go Ready

If you can see control buttons in the top right corner of your screen right after logging in to Daktela, you have **static login** set up and are in the Ready state automatically. You can skip this step and go directly to [Select queues](#).

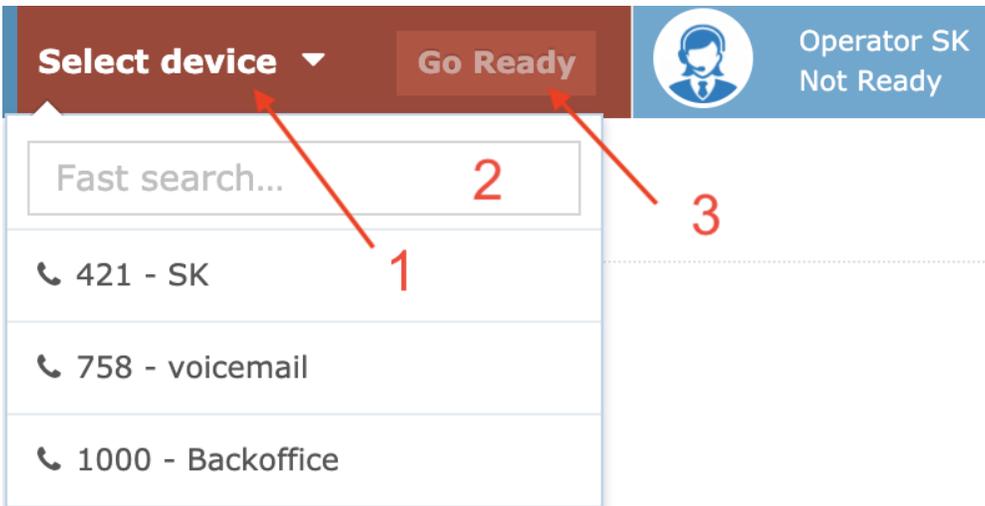
After logging in to Daktela, you will see the [Dashboard](#) as the default page. In the top right corner, you will find the **static panel** which you will use to process activities.

Click the *Go Ready* button in the top right corner to start processing activities.



Is your *Go Ready* button inactive?

If your *Go Ready* button is inactive, select a device from the static panel to activate it.



1. Shows a list of available devices. Select a device from the dropdown list.
2. Search for a device.
3. *Go Ready* – start processing activities.

---

## Select a device

Click the *Queue* button in the Static panel to select your devices.



Can't see the Queue button?

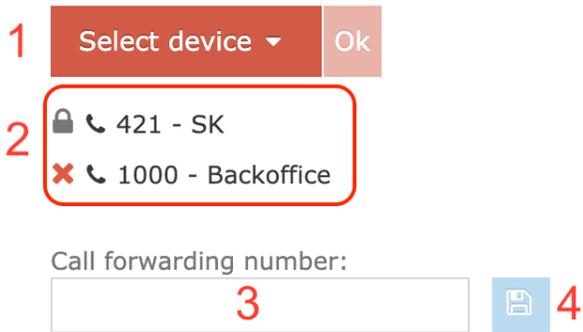


If you can't see the *Queue* button, you must first click [Go Ready](#).

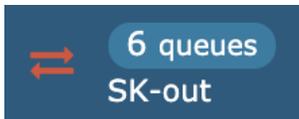
Select a device:

## Login/out queues

---



1. Select a device from the dropdown list or by searching. Click *Ok* to confirm. Repeat the process to select multiple devices.
2. List of your logged in devices. Click the red cross to log out of a device. You can't log out of a device with a lock.
3. Enter a temporary call forwarding number. This will affect all calls to and from Daktela. Calls will go through this number regardless of the devices in 2 above.
4. Click the *Save* button to apply the forwarding number. The arrows on the queue button will turn red to indicate that call forwarding is active.



When call forwarding is active, the save button (4) will turn into a delete button. Click it to deactivate call forwarding.

After you have selected all desired devices, close the window or [select queues](#).

---

## Select queues

Click the *Queue* button in the static panel to select your queues.

⇌ 0 queues  
No outgoing calls

Can't see the Queue button?



If you can't see the *Queue* button, you must first click [Go Ready](#).

Select your queues:

**Login/out queues** ✕

---

Select device ▾ Ok

🔒 📞 421 - SK  
🔴 📞 1000 - Backoffice

Call forwarding number:  
 💾

Show only:

Fast search ...

- Currently logged
- 📞 Calls - all inbound 1
- 📞 Calls - all outbound
- ✉ Email
- 📱 SMS
- 🗉 Facebook Messenger

Calls inbound

SK-in  
 CZ-in

Calls outbound

CZ-out  
 SK-out

Campaign preview (manual)

Manual campaign 2

Email

mail\_queue

SMS

SMS

Facebook Messenger

FB queue

Close

1. Filter available queues or search for a specific queue.
2. Check the queues you want to log in to. You can log in to 1 outbound call queue only.

The *Queue* button is red if you are not logged in to any queues and blue if you are logged in to at least one queue.

After you have selected all desired queues, close the window. You are now ready to start processing activities.

## Ready state – static panel controls

Depending on whether or not you have selected a device, in the **Ready state** you can:



- process non-call activities only – no need to select a device.
- process all activities – a device has to be selected.

If you have successfully logged in to the Ready state, the static panel will now look like this:

Expand or collapse all sections  
Expand All Collapse All



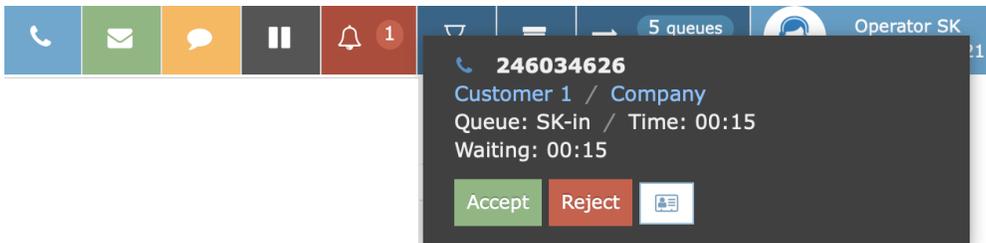
You will only see the buttons corresponding to your devices and queues. E.g. you will not see the email button if you do not have any available email queues.

1. Make an [outgoing call](#).
2. Send a [new email](#).
3. Send an [SMS message](#) or start a new SMS chat.
4. Start or end a [pause](#).
5. Open a summary of [waiting activities](#). A badge displays their current number.
6. Open a summary of [missed activities](#). A badge displays their current number.
7. Open a summary of [postponed activities](#). A badge displays their current number.
8. Open a summary of your notifications. A badge displays their current unread number.
9. Open [devices](#) and [queues](#) the agent is logged in to. Displays the total number of queues and the name of the outgoing call queue the agent is logged in to.
10. Manage user settings.

## Answer incoming activities

Your incoming activity notifications appear in a black rectangle in the top right corner. You will also hear a notification sound.

The notification looks the same for all types of incoming activities.



The notification displays:

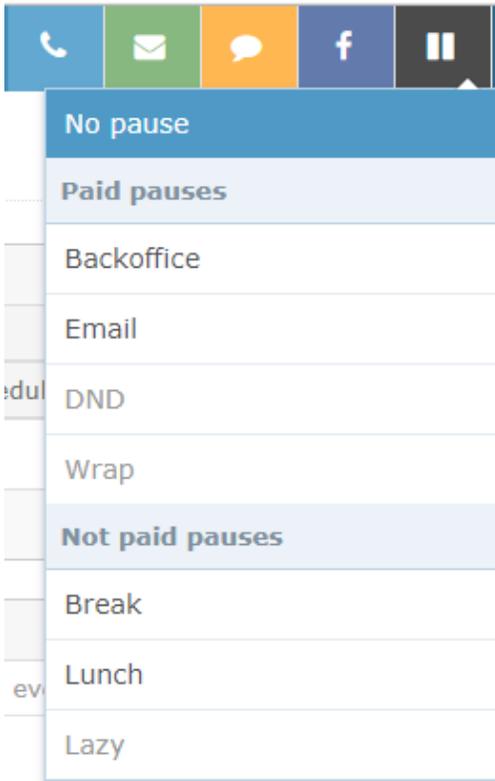
- the contact's details. Click the Contact or Account name to view the details in the [CRM module](#).
- the name of the Queue and the amount of Time the customer has been in the queue.
- the amount of time since you received the notification.

*Accept* or *Reject* the activity by clicking one of the corresponding buttons.

After you click *Accept*, the activity detail screen will open. See the section of the corresponding activity type for more detail.

## Pauses

Click the *Pause* button to show the list of available pauses. Your list may be different to the one below.

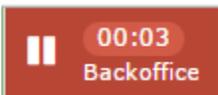


You can select:

- no pause
- a paid pause
- an unpaid pause

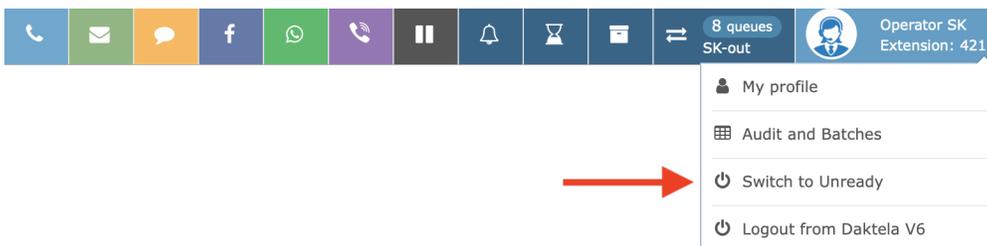
Some pauses are turned on and off automatically – you can't choose them manually.

Once you select a pause, the pause button will turn red and display the name and elapsed time of the pause.



## Switch to Unready

Click your profile picture or user name in the top right corner of the screen, then click Switch to Unready.

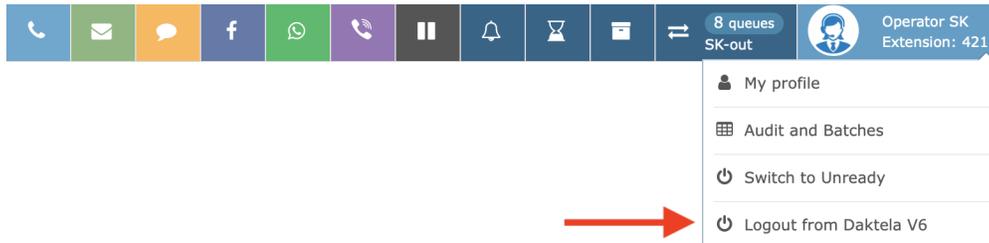


You must close all your open activities before you can switch to unready.

---

## Log out of Daktela

Click your profile picture or user name in the top right corner of the screen and click Logout from Daktela V6.



You must close all your open activities before you can log out. ⚠️