

# Daktela Desktop App

Use the Daktela Desktop App to control certain Daktela features from a dedicated always-on-top window.

You can:

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Download the Daktela desktop app from [App store](#) for MacOS or [Microsoft store](#) for Windows. Follow the installation instructions and open the app when done.

The Daktela Desktop App does not substitute a software phone. We recommend using the [Daktela SW Phone](#).

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## Log in

When you open the Daktela Desktop App, log in just like you would in your browser.



1. Enter your user name.
2. Enter your password
3. Enter you Daktela URL. The format of the URL is "*yourcompany.daktela.com*" or similar. If you don't know your URL, ask your Supervisor or Team Leader.

Click *Log In* or press Enter to log in.

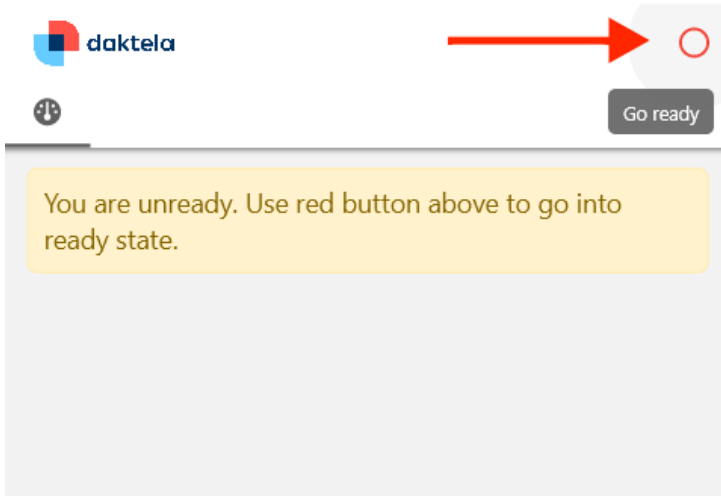
If you are not on the daktela.com domain, you may need to load your SSL certificate into your Java library.

[Expand or collapse all sections](#)

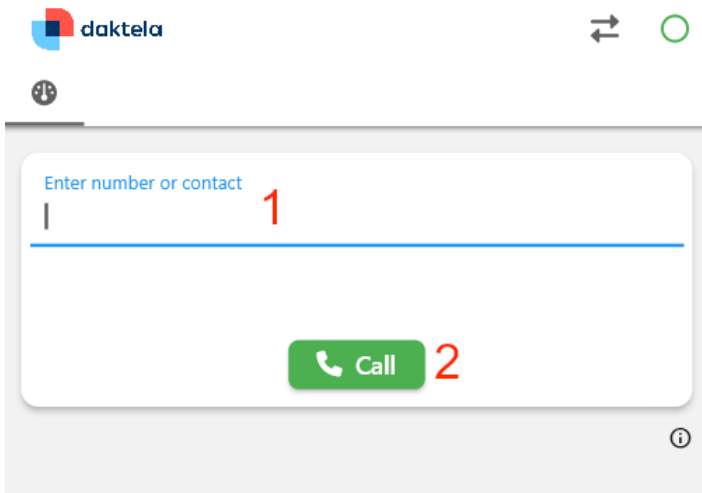
[Expand All](#) [Collapse All](#)

## Go Ready

Once you have logged in, click the *Go Ready* button to start processing activities.

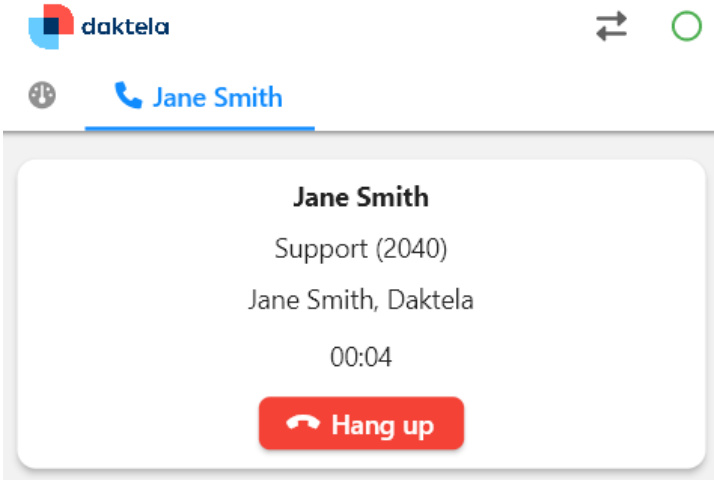


## Make a Call

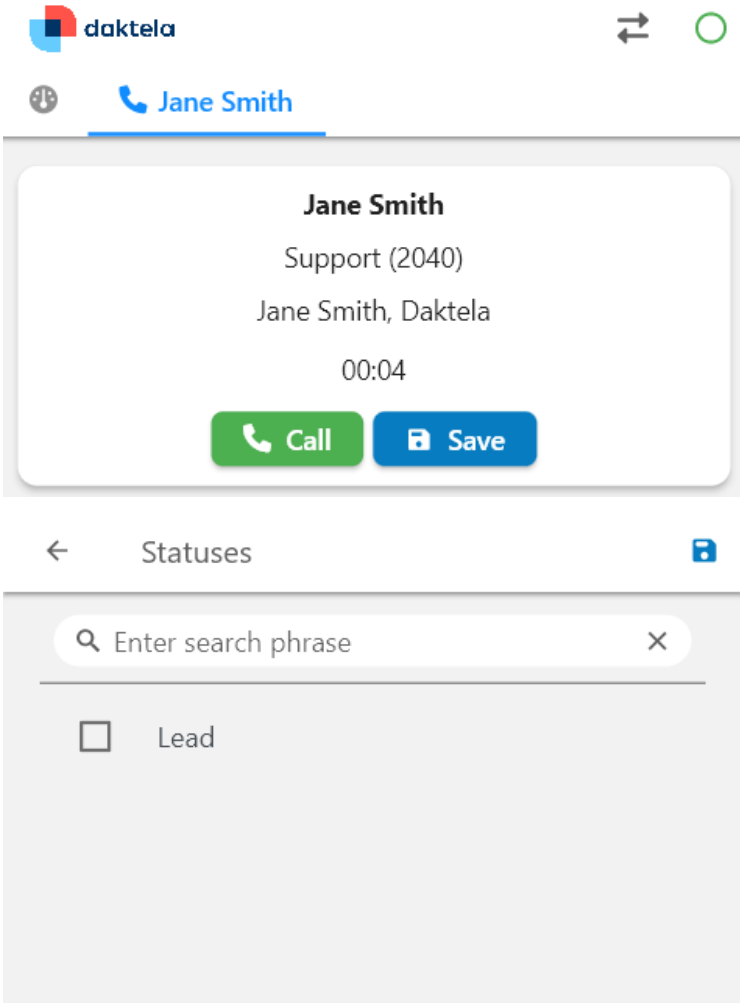


1. Type a number or a CRM contact.
2. Click the green call button.

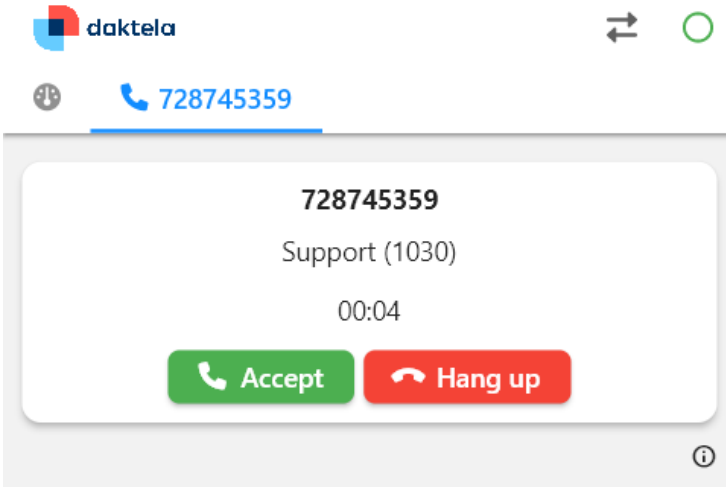
A new tab with your call will open:



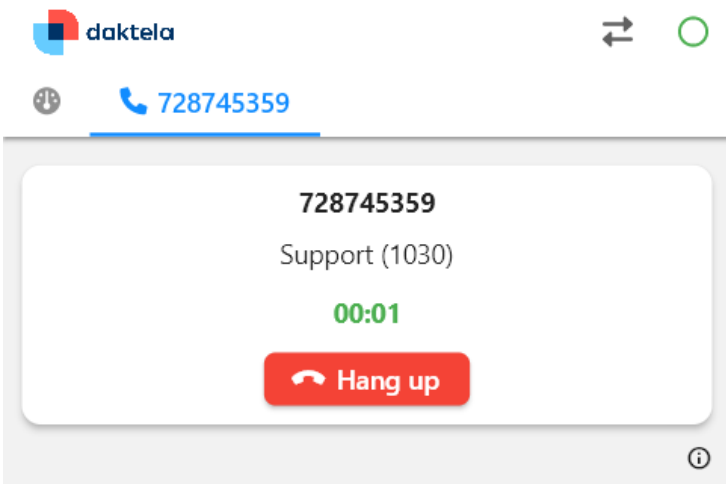
When your call is finished, close the tab. If your queue has a mandatory status, click **Save** button and select one from the list and click **OK**.



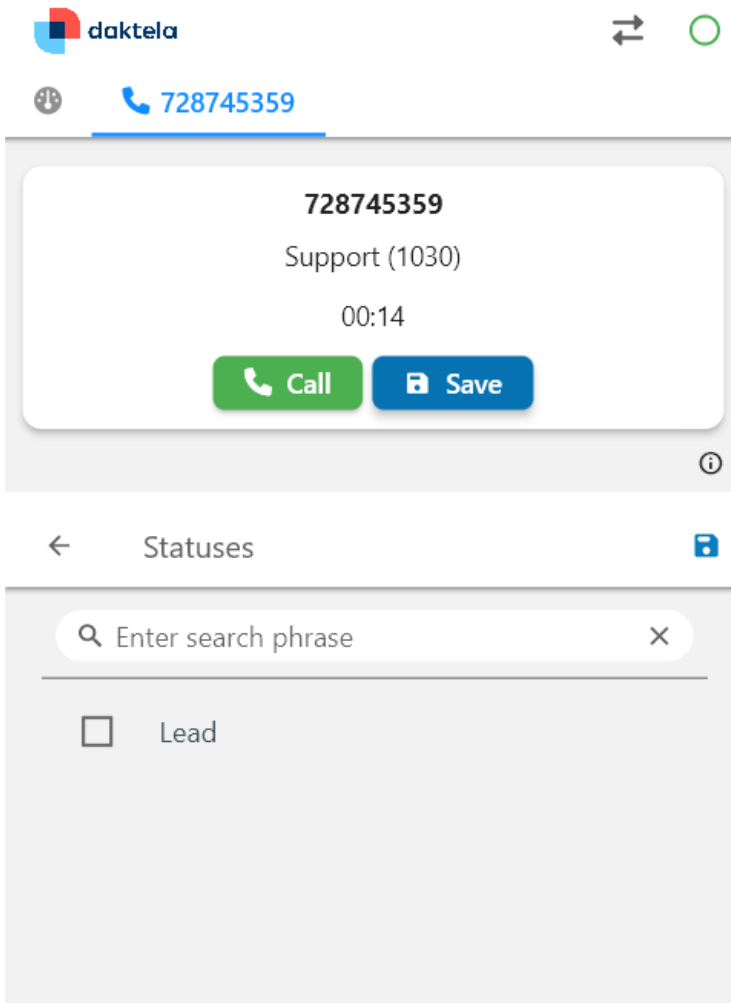
Your incoming call notification displays the customer's name or number, the queue name and activity type. Accept the call using the green button. If you have more than one device online, select which device you want to accept the call with from the drop down menu.



A new tab with your call will open:

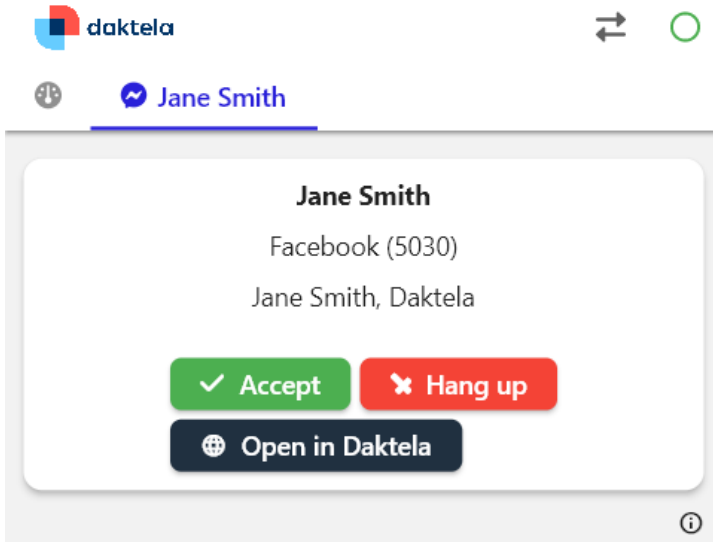


When your call is finished, close the tab. If your queue has a mandatory status, click *Save* button and select one from the list and click *OK*.

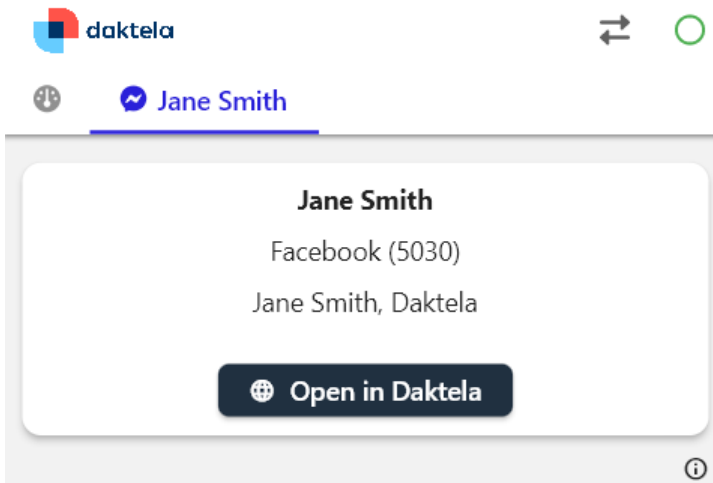


## Accept Other Activity Types and Open Them in Daktela

Your incoming activity notification displays the customer's name or number, the queue name and activity type. Accept the activity using the green button.

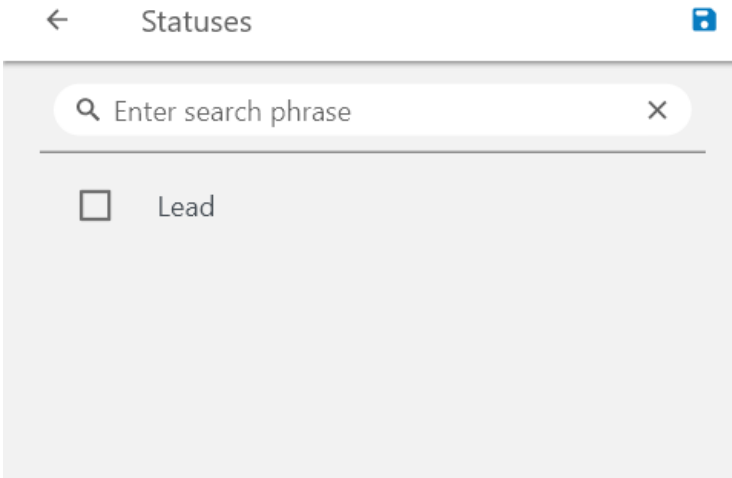


A new tab with your activity will open:




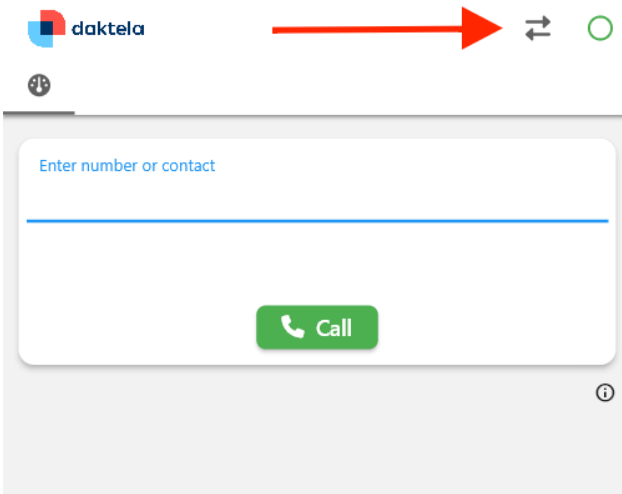
Once you accept an activity, click *Open in Daktele*. A new browser tab with the activity will open. You can manage the activity there.

When your activity is finished, close the tab. If your queue has a mandatory status, select one from the list and click *OK*. You can close the activity the standard way in Daktele – the changes will be visible in Daktele Desktop too.



## Log in and Out of Queues and Devices

Click  to open queues and devices.



The window will open.

In the **Queues** tab, select which queues you want to log in to.

← Queues and devices

Queues Devices

All (11) **1**

- Sales (1010)
- Support (1020)
- Support (1030)
- Podpora Investice (1040)

1. Filter queues by type.

When you have selected your queues, click *Ok* or go to the *Devices* tab to select your devices.

In the **Devices** tab, select your devices or set up call forwarding.

Daktela Desktop

← Queues and devices

Queues Devices

My devices **1**

- 📞 128 (128) **2** ✕
- 📞🔒 Adminlinka (900)

**Connect device...** **3**

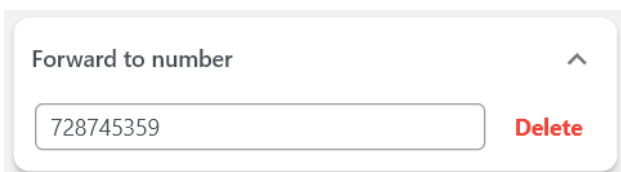
Forward to number

**4** **Save**

1. Select a device from the dropdown list.
2. Log out of device. You cannot log out of devices with a lock.
3. Log in to the selected device.
4. If you want to forward your calls, enter the forwarding number.




5. Activate call forwarding. The *Save* button will turn into a *Delete* button. Click it to deactivate call forwarding.

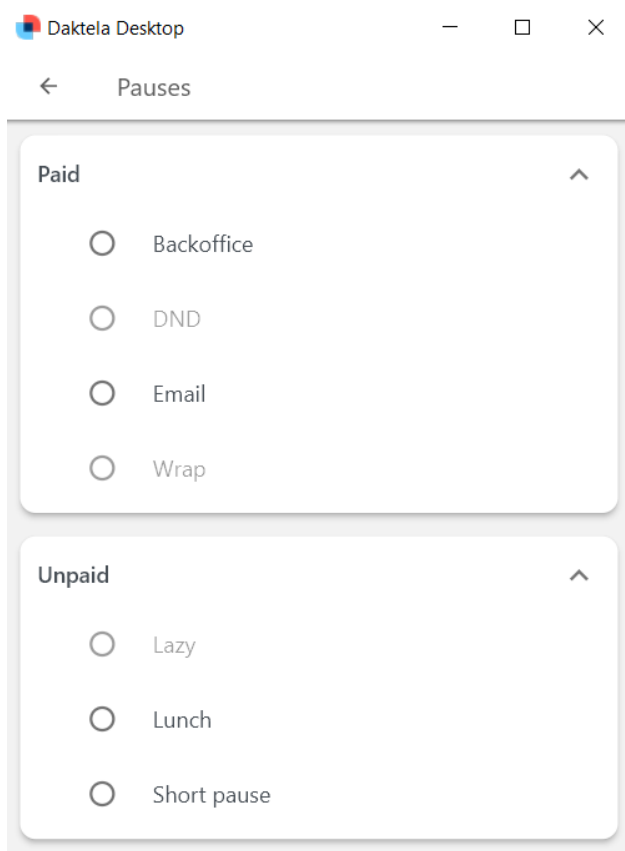


When you have selected your devices and/or set up call forwarding, click *Ok*.

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## Select a Pause

1. Click  to open a dropdown list with available pauses.
2. Select a pause. Some pauses are started automatically – you cannot select them.



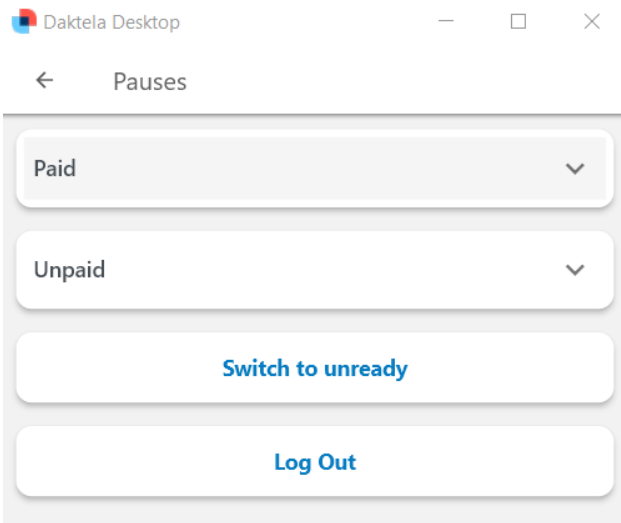
To end your pause, click on the pause name and select *No pause* from the dropdown list.

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## Switch to Unready, Log Out, Exit

Click  and select:

- *Switch to unready* to stop processing activities.
- *Log out* to log out of Daktelea.



Warning!



If you exit the app without first switching to unready or logging out, you will remain in the state you were in before exiting the app.