



MYDSTNY OMNICHANNEL

COLLECT ALL YOUR WORK TOOLS IN ONE PLACE

MyDstny is our new omnichannel platform where you can call, chat and view your digital channels in one and the same interface.

MYDSTNY

MyDstny is an omnichannel tool where you can access much of what Dstny has to offer, in one and the same interface. You don't have to jump around between different platforms, thus simplify your work life.

The system is completely web-based and flexible - it doesn't matter where you are geographically or what platform, operating system or phone operator you have. Increase and decrease the number of agents as needed and only pay for what you actually use. Connect functions as you grow into the solution and reallocate resources based on your needs.

WEBPHONE

MyDstny contains a web-based softphone, a so-called webphone. You can call directly in your browser, which means you don't need an app, you can log in from any computer and you always have the latest version automatically. It makes it easy to onboard as well as scale up and down users.

DIGITAL CHANNELS

You can integrate your digital channels such as Instagram and Facebook, which means that incoming chats from your customers end up here in one single flow. It saves time and reduces administration for your support team, while ensuring you never miss a message.

CHATBOT

With the help of an AI bot, you can be available around the clock and provide customer service directly, while keeping personnel costs down. Therefore, you can let Dstny Chatbot take over and respond to messages in your digital channels and on your website if, for example, you receive many similar questions. This means that you can free up time that you can spend on value-added tasks instead. You enter pre-programmed responses to the bot in the admin view, and can then choose to monitor the conversations in MyDstny if you want to make sure the customer is getting the best possible service.

