



# Acqueon Engagement for Amazon Connect

Cloud-based omni-channel outbound engagement platform for Amazon Connect



Founded in 2005, Acqueon specializes in developing and implementing award-winning products and solutions for enhanced Customer Interaction Management catering to customers across 5 continents. Trusted by 150+ clients across 10+ industries, Acqueon has been redefining proactive engagement for 10 billion interactions.

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Acqueon Engagement for Amazon Connect is a single, outbound, omni-channel engagement platform that helps enterprises deliver meaningful interactions throughout the customer journey. Orchestrating intelligent conversations based on customer preferences, business goals, and predictive machine learning has never been easier. It offers real-time scalability on-demand, APIs to leverage Amazon Web Services products, and cost-effective pricing that lets you pay-as-you-go.

## Built native to Amazon Connect, easy-to-deploy, and highly flexible

Acqueon Engagement for Amazon Connect enhances the voice dialer with advanced reporting and multi-channel communication toolsets including email, bi-directional SMS, and in-app push notifications.

- Single platform for omni-channel engagement
- Cybersecurity measures to guarantee customer privacy
- Robotic process automation to improve operational efficiencies
- List and campaign management capabilities for outbound businesses
- Autopilot mode, with minimum manual intervention

**Bi-directional:** Productive engagement to complete transactions through the preferred channel

**Personalized:** Monitor, store, and analyze customer responses to determine best time/channel for future engagement

**Multi-channel connect:** Leverage more than one channel to reach customers via right connect strategy

**Enterprise integration:** Integrate with any enterprise-grade backend/CRM systems with Acqueon API connectors

**In-built analytics:** Get real-time and historical reports to provide the right insights



## Key differentiators

01

Enhance agent productivity through low inbound volume

02

Lower service delivery costs and increase revenue

03

Improve customer satisfaction by being proactive

04

Create long-lasting customer relationships

05

Quick setup and flexibility in scaling deployments