



RAP CTI

Maximize Your Avaya Investments In The Contact Center



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+ verticals, Acqueon has been redefining proactive engagement for 10 billion interactions.

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Enterprises know, these days, that every interaction between the customer and the agent needs to be memorable. Therefore, connecting the right customer to the right agent is crucial. Often, it poses a challenge since their contact center investments do not make this possible. Unable to move past operational bottlenecks, and with rising costs of managing multiple locations, agent productivity and customer experience takes a hit.

Acqueon RapCTI is a powerful and cutting-edge CTI application suite to maximize your Avaya investments. It is a highly-reliable and extensible technology ecosystem on which Avaya-based solutions can be delivered to augment your contact center capabilities.

- Route calls to the right agent based on business segmentation rules/contact priority/SLAs
- Harness intelligent cloud routing to manage multiple locations; support multiple databases
- Monitor the number of calls residing in queue in real-time for better call management
- Generate customizable reports based on historical data to address operational pain-points
- Provide simple IVR menu navigation for improved agent and customer experience

Acqueon RapCTI powers your Avaya technologies

Offering advanced CTI features with IVR and RAP connectors, Acqueon RapCTI bridges any information-led experience gaps by making sure the right agent is assigned to the right customer.



Key differentiators

01

Robust application supporting network, hosted, or cloud IVR architectures

02

Powered by a fully loaded softphone, with screen pop-ups

03

Lightweight software component with no major third-party dependencies

04

Seamless API integration between native CRM software and Avaya platforms

05

Significant reduction in cost of delivery