

Command Center

Unified view for contact center applications and collaboration systems



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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Contact centers and collaboration infrastructure comprise a diverse group of people, processes, and technologies. For efficient operations and around the clock availability, these heterogeneous elements need to be managed all under one centralized monitoring system.

Acqueon Command Center is an enterprise-grade infrastructure and application monitoring system for contact center and collaboration solutions. With 24x7 control and visibility, you can move from being reactive to proactive; predict and prevent outages, resolve incidents before customer service failures – in real-time.

- Get a real-time view of all critical performance metrics
- Receive proactive alerts to predict incidents before outages
- Discover a holistic view of all incidents for better service management
- Automate ticketing and reduce dependency on skilled technical staff
- Take smarter, and faster decisions with root-cause analysis

Acqueon Command Center offers a unified view of all contact center and collaboration systems

It enables even non-technical users to anticipate and prevent incidents; if outages do occur, to quickly restore it to a steady stage.



Key differentiators

01

Custom-built
for the
contact center

02

Advanced yet
simple
visualization

03

Reduces costs by
over 20-25%

04

No training
required

05

Based on
inbuilt analytics