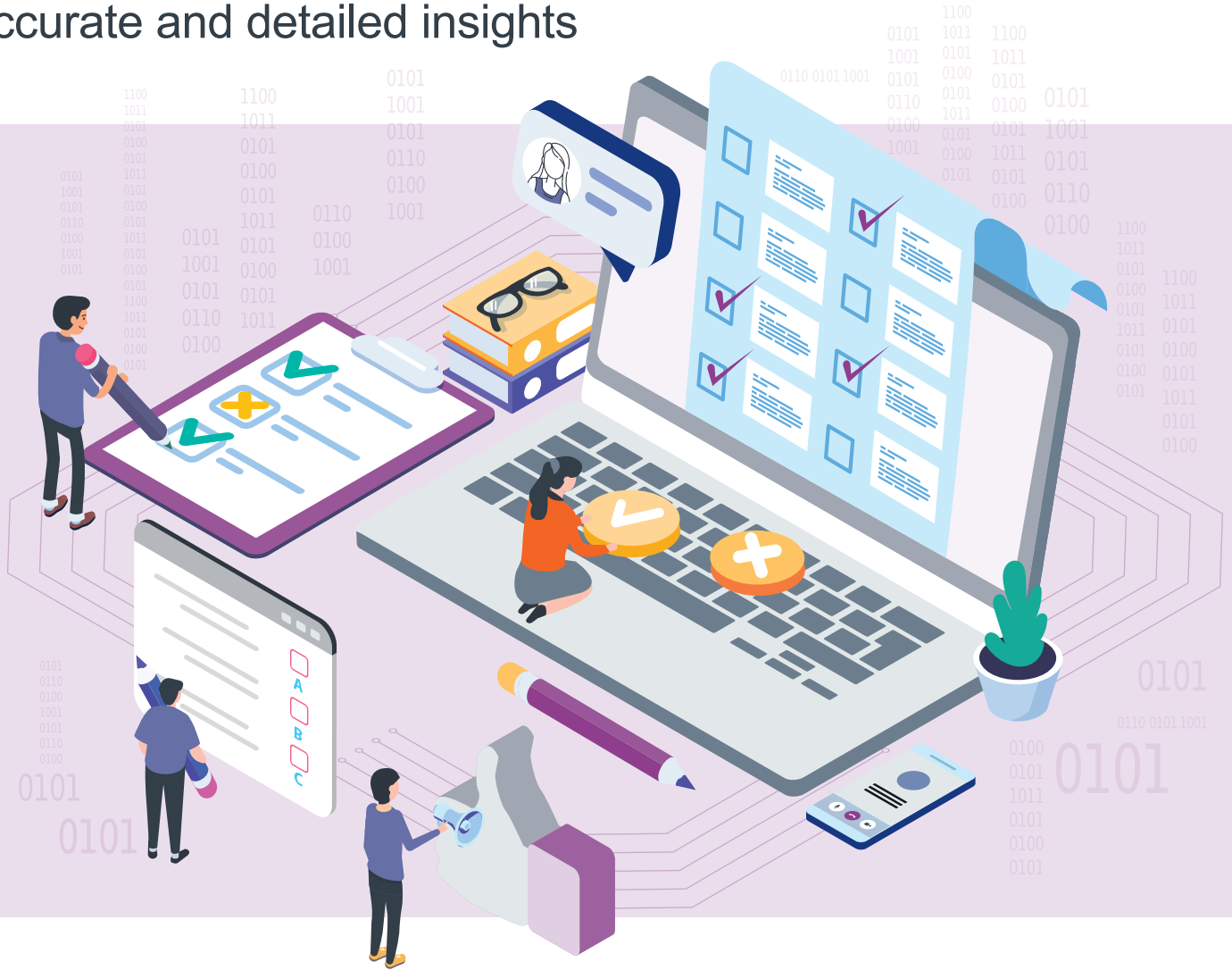




# Acqueon Engagement for Survey Manager (iAssist)

The big picture of customer satisfaction through accurate and detailed insights



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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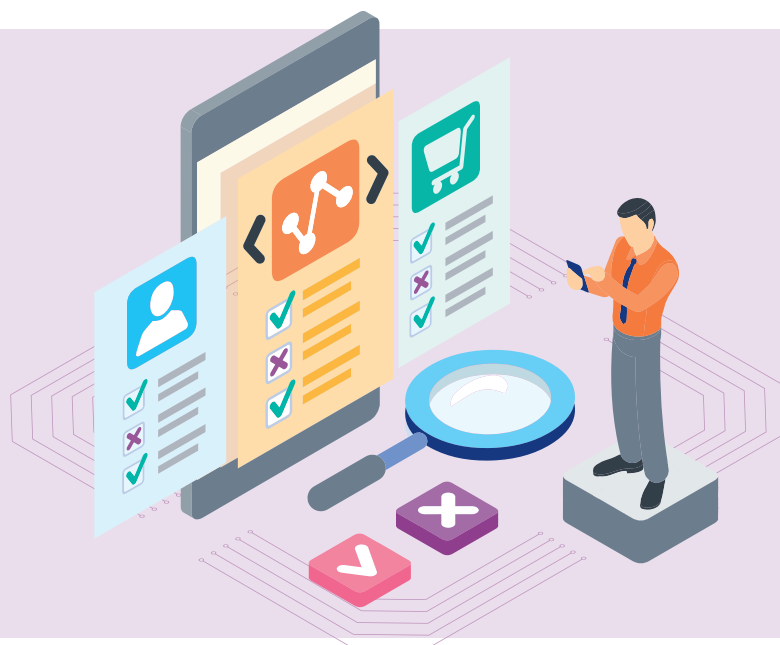
Enterprises should be fully aware of what customers think about the experience they get. In a competitive marketplace, it is a catalyst for increasing customer loyalty and agent productivity. Collecting customer feedback across distribution channels is a simple and powerful way of providing actionable data to make all the right decisions.

Acqueon Engagement for Survey Manager (iAssist) is an intelligent feedback management system that helps you in unearthing valuable customer insights. It accurately identifies pain-points that are game-changers to strengthen the overall contact center performance.

- Create multiple dynamic surveys; trigger questions based on previous answers
- Define business groups - inbound and outbound
- Discover gaps in agent training to improve the quality of services provided
- Determine product or service performance at every stage

## Acqueon Engagement for Survey Manager (iAssist) equips you with precise customer feedback

It goes beyond just showing your customers that you are listening. It puts you in an ideal position to give them exactly what they are looking for. Show them you value their business and drive meaningful two-way conversations.



## Key differentiators

01

Personalized UI to manage order of questions; drag-and-drop option

02

Step-by-step configuration wizard for multiple surveys

03

Integration with CTI to collect agent IDs for agent-specific surveys

04

Auto-set time of operations for new surveys

05

Seamlessly record voice-based messages