



Admin Console

Contact center and collaboration administration made easy



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 are adopting new contact center and collaboration technologies at an unprecedented rate. However, with every application, comes an additional administration interface - increasing dependency on skilled technology specialists even for the simplest of configuration changes. To minimize this time-consuming dependency and to empower business users to administer changes on the go, we built Acqueon Admin Console.

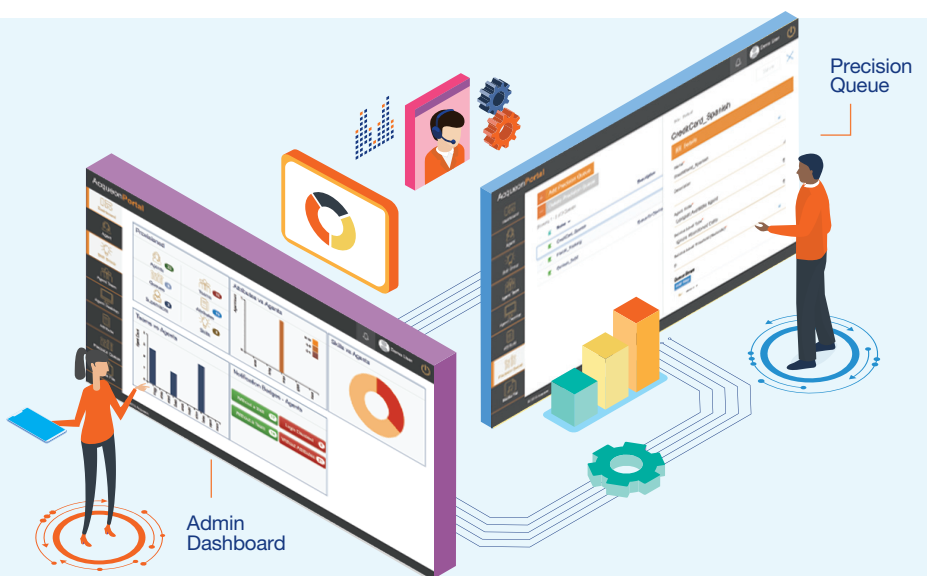
Switch to the most powerful, all-in-one Cisco Contact Center (CC) and Unified Collaboration (UC) administration portal

With a simple user experience, configurations can be done in minutes at the speed of business, even by non-technical users - all within a single interface.

- Configure agents, skills, attributes, voicemail, wrap-up codes, teams, and campaigns in one interface
- Draw insights on skill gaps, training needs, team structures through a customized dashboard
- Acquire greater security, with a role and location-based user access
- Manage multiple locations; move skill groups between locations to handle spikes
- Gain the agility to perform complex administration tasks with limited technical skills
- Gain access to all the day-to-day UC and CC administration tools in one place

Acqueon Admin Console makes administration as easy as filling a form

The Acqueon Admin Console enables non-technical users to configure changes without gaining additional skills or seeking support from technical staff.



Key differentiators

- 01 Native integration with Cisco CC and UC applications
- 02 Remote, web-based, anywhere, anytime access
- 03 Designed for agility and the non-technical user
- 04 Secure, scalable, and adaptive to business needs
- 05 Digital transformation of contact centers made effective and quick