

SOLUTION OVERVIEW

Acqueon Campaign Manager for Five9 Dialer

Advanced campaign manager powering outbound consumer engagement for big revenue outcomes & 360-degree compliance



Advanced Omnichannel Campaigns for Proactive Revenue Generation & Collections.

Do Outbound Intelligently.

Adding intelligent, AI-powered proactive consumer engagement to your Five9 contact center transforms every interaction into a powerful growth & revenue opportunity.

Acqueon Campaign Manager used by:

 **5/10 TOP U.S. BANKS**
By assets under management

 **6/10 TOP HEALTHCARE PAYORS**
In the United States

 **25+ TOP HEALTH SYSTEMS**
In NA, LATAM, EMEA & APAC

 **MULTI-NATIONAL RETAILERS**
Trusted, well-loved brands

Key Verticals & Use Cases

Revenue Generation &

Recovery/Collections: Banks, Insurance, FinServ, Healthcare (Providers/Payers)

Patient Engagement: Providers

Member Engagement: Payers

Acqueon Campaign Manager is how customer-obsessed B2C enterprises do outbound intelligently.

Acqueon natively integrates with Five9's leading Dialer to enable extraordinary revenue outcomes and optimize efficiency. The Campaign Manager offers true omnichannel orchestration across voice, SMS & email channels. Not **ONLY** for the first interaction, but for **ALL** following interactions. Workflow automation enables targeted, intelligent sequences and campaign chaining on the consumer's preferred channel/s. The result is significantly higher Right Party Contact (RPC) & conversion rates. Increases in RPC (i.e. "at bats" for agents), directly and positively impact revenue.

Acqueon seamlessly integrates with Five9's Dialer and brings easy-to-use widgets inside Five9's unified agent desktop. Widgets include Customer Profile, Multi-Campaign Disposition, Privacy Compliance & Campaign Info widgets. Transform what it means to proactively generate & collect revenue with the next-era in outbound consumer engagement.

VALUES & BENEFITS FOR CUSTOMERS

1 Highest Consumer Engagement & Case Resolution Rates

Sophisticated Contact Selection Strategy Builder prioritizes/segments contacts with precision. Most contact center engagement tactics end after the first interaction. Acqueon makes it easy to keep that conversation going.

2 Maximize Contact Center ROI & Revenue Outcomes

Handling inbound and light outbound needs is easy. What most contact center platforms lack is the ability to effectively orchestrate campaigns based on consumer preferences and then automate follow-up sequences using agent-tagged dispositions. Acqueon fills these gaps, all while ensuring full compliance to all Federal & State-specific regulations.

3 Simplify Omnichannel Campaign Strategies

Engage with customers using voice, SMS, & email messaging. Campaigns leverage live agents + automation (voicemail drops & conversational bots).

BIG-IMPACT FEATURES

- Comprehensive, out-of-the-box list and campaign management capabilities directly inside Five9 Intelligent Cloud Contact Center
- True Omnichannel: engage with consumers at the right time & preferred channel using voice, email, & text-SMS
- Scheduled Callback: Campaign-driven callback; different & better than traditional courtesy callback (i.e. Callback in Queue)
- Productivity-boosting desktop widgets: (Multi-campaign Dispositions & Lead Scoring, Customer History & Journey Visualization, Privacy Compliance (to pseudonymize PI data))
- Easy-to-use monitoring, control & reporting tools

Acqueon Campaign Manager Feature Highlights



Native integration built for Five9's B2C & enterprise customers



Advanced, omnichannel list & campaign management with micro-segmentation, list balancing & campaign chaining



Built-in 360-degree Compliance Suite for TCPA, FDCPA, CCPA, CFPB, GDPR, Ofcom + Fed/State regulations

ACQUEON AT A GLANCE

#1

Advanced Campaign Manager with Built-in Compliance

200+

Enterprise Customers Globally

110K

Agents Globally

5B

Omnichannel Interactions/Year

GENERATE BIG REVENUE OUTCOMES & REDUCE COSTS

Improved Customer Journey: Proactively and continuously engage with customers, patients & citizens through the lifetime of the relationship; easily automate follow-up sequences and define chained campaign sequences

Advanced Omnichannel Campaigns: Execute outbound voice + digital campaigns with unparalleled targeting precision & personalization

Streamlined Customer Engagement Strategy: Consolidate & manage all proactive customer communication in one unified tool

Reduced Operating Costs: Decrease Average Handle Time (AHT), improve First Call Resolution (FCR) & optimize agent productivity with intuitive workflow automation

DIRECT RESULTS USING ACQUEON 



+15-18% Agent Productivity



+10-15% Engagement Rate



+7-10% Right Party Contact Rate



100% Outbound Compliance Capable



+25-30% Campaign Effectiveness