aws marketplace

Acqueon Engagement for Amazon Connect

Reviews, tips, and advice from real users








Powered by PeerSpot

Contents

Product Recap . . . . . 3 - 4

Valuable Features . . . . . 5 - 10

Other Solutions Considered . . . . . 11 - 12

ROI . . . . . 13 - 15

Use Case . . . . . 16 - 19

Setup 20

Customer Service and Support . . . . . 21 - 22

Other Advice . . . . . 23 - 25

Trends . . . . . 26 - 27

About PeerSpot . . . . . 28 - 29

©2026 PeerSpot, All Rights Reserved



Product Recap

Acqueon Engagement for Amazon Connect

Acqueon Engagement for Amazon Connect Recap

Acqueon Engagement for Amazon Connect enhances customer interactions by integrating advanced contact center capabilities. It facilitates seamless communication and optimal customer engagement within Amazon Connect.

Built to improve customer experience, Acqueon Engagement for Amazon Connect offers dynamic features that align with industry needs. It integrates seamlessly with Amazon Connect to ensure effective engagement through personalized interactions, analytics, and a unified platform. Organizations can streamline contact center operations, making it an essential tool for improved customer communication.

What are the key features of Acqueon Engagement for Amazon Connect?

- Advanced Analytics: Provides insights into customer interactions for better decision-making.
- Omnichannel Support: Ensures consistent experiences across multiple channels.
- AI-driven Insights: Leverages AI to enhance customer service efficiency.
- Personalized Campaigns: Facilitates targeted marketing based on customer data.
- Scalability: Adapts to changing customer needs and business growth.

What benefits or ROI should be considered?

- Increased Efficiency: Streamlines operations, reducing manual tasks.
- Improved Customer Satisfaction: Enhances personalized customer experiences.
- Cost Reduction: Optimizes resources, leading to financial savings.
- Enhanced Data Utilization: Leverages data for better strategic decisions.
- Future-proofing: Prepares businesses for evolving industry demands.

In industries such as healthcare, finance, and retail, implementing Acqueon Engagement for Amazon Connect has revolutionized the way customer interactions are managed. In healthcare, it ensures timely patient communication. For finance, it supports secure transactions while retail thrives through personalized customer engagement enabling better shopping experiences.

©2026 PeerSpot, All Rights Reserved

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "It helps to manage customer calls and different running campaigns, and it improves the work of our contact center agents."



Jagdish Mahadik

Cybersecurity Analyst at Digital Direct Solution Private Limited

- "Acqueon Engagement for Amazon Connect has positively impacted my organization by significantly increasing agent productivity by slashing idle time through predictive dialing while boosting contact rates using Best Time to Call analytics."



Leandro Eloy

CyberSecurity Specialist at a retailer with 1,001-5,000 employees

- "Acqueon Engagement for Amazon Connect positively impacts my organization by automating the campaign and the sending of emails and pop-up messages based on the status of the customers who have not obtained a debit card, and I see a benefit for my team as it was not necessary to keep track or manually do work, which was automated by Acqueon Engagement for Amazon Connect."



Orlando Perrotta

Software Engineer at a media company with 1,001-5,000 employees

©2026 PeerSpot, All Rights Reserved

"With Acqueon Engagement for Amazon Connect, it was only one percent of that staffing need and we completed off-boarding within six months, whereas otherwise it might have easily taken us two to three years, really saving us a lot of money and making it worth the investment."



Validated user

Manager, Operations Crypto at a tech company with 201-500 employees

"Acqueon Engagement for Amazon Connect has positively impacted my organization by improving agent productivity, better campaign management, and improved customer reachability."



Bansari Pujara

Senior QA Engineer at a tech vendor with 201-500 employees

©2026 PeerSpot, All Rights Reserved

What users had to say about valuable features:

"The best feature of Acqueon Engagement for Amazon Connect is that we can build specific emails and set up automatic emails which can target multiple users. We can automate when to send them and see if they opened or checked the emails. We can also set targeting SMS alerts and emails directly to the segmented users. It allows us to segment and send to target users through SMS, emails, or even calls.

The segmentation feature helped us significantly because we wanted to reach only those users who still held funds. It allowed us to segment and target only those users who still had funds on the platform and needed to withdraw them.

Acqueon Engagement for Amazon Connect impacted us positively because we completed off-boarding in a couple of months. If we had done this manually, it might have taken us many years.."

Validated user

Manager, Operations Crypto at a tech company with 201-500 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"The best features Acqueon Engagement for Amazon Connect offers include campaign management, intelligent dialer, customer data platform, compliance management, and reporting and analysis. The standout feature for me is reporting and analysis.

"For my day-to-day operational work, reporting and analysis helps me monitor campaign performance, including total calls attempted, calls successfully connected, no answers, busy signals, and failures. I monitor call activity, each agent's average handling time, agent availability, success and failure ratios, and discussions with the customer.

"I feel confident about the security features and data privacy controls of Acqueon Engagement for Amazon Connect, as it protects customer details, encrypts data in transit and at rest, masks sensitive customer information in application logs, securely handles API credentials, and has appropriate data retention and deletion policies.."

Bansari Pujara
Senior QA Engineer at a tech vendor with 201-500 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"The standout features of Acqueon Engagement for Amazon Connect include its sophisticated predictive and progressive dialing engines, the built-in customer data platform (CDP) for precise list segmentation, and the robust omnichannel compliance controls for regulations such as TCPA and GDPR. From a technical perspective, its seamless native integration with Amazon Connect and AWS architecture makes it exceptionally powerful for managing secure, at-scale outbound campaigns.

"Beyond those core features, the built-in call progress analysis (CPA) engine and the Best Time to Call (BTTC) predictive analytics stand out. They significantly minimize wasted agent time by accurately filtering out answer machines and voicemails while optimizing outreach time based on historical customer behavior. Acqueon Engagement for Amazon Connect has positively impacted my organization by significantly increasing agent productivity by slashing idle time through predictive dialing while boosting contact rates using Best Time to Call analytics. From the operational perspective, it has improved campaign execution speed and automated strict compliance checks, ensuring secure, high-volume outreach without risking data privacy violations.."

Leandro Eloy
CyberSecurity Specialist at a retailer with 1,001-5,000 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"In my opinion, the best features Acqueon Engagement for Amazon Connect offers are the customer data platform, because it helps organize the different customer information and details along with their segments. There is also compliance management, which helps apply rules for permitted customer contacts, and it does so in a very unique way. Reporting is another valuable feature, as it helps managers review campaign activity and performance across fields.

"Regarding how the reporting feature helps my managers, they make reports about all of their activities. The managers then review the reports and see whether they are accurate about the client information and all the details. This tool helps the managers arrange the reports according to their requirements.

"Regarding Acqueon Engagement for Amazon Connect's AI capabilities, I think there is good governance and security for this product. It has very different laws and security protections, which make its uniqueness very prominent compared to other tools. There are nice governance and security policies for this tool.

"Regarding Acqueon Engagement for Amazon Connect's AI capabilities, there is nice accuracy while using the product. If we use this product consistently, the accuracy will gradually increase. For reliability, there is better reliability when we use this product for months. We get to rely on this product, and it is also helpful for our further projects. For different types of projects, it has nice reliability and better perfection, and a better combination of accuracy and reliability.

"I have heard from some of the employees that Acqueon Engagement for Amazon Connect supports integration, which is one of the useful features. It is designed to integrate with different CRM tools and other business applications. This is one of the biggest advantages for the management of automated dialing and multiple communications. It is used in that way.."

Jagdish Mahadik
Cybersecurity Analyst at Digital Direct Solution Private Limited

Read full review

©2026 PeerSpot, All Rights Reserved

Other Solutions Considered

"I was not using any other solution earlier; I was introduced to Acqueon Engagement for Amazon Connect in my current organization, where it is currently being used.."

Bansari Pujara
Senior QA Engineer at a tech vendor with 201-500 employees

Read full review

"We did not use a different solution before Acqueon Engagement for Amazon Connect. It was really easy for us to select this since we were already using AWS.."

Validated user
Manager, Operations Crypto at a tech company with 201-500 employees

Read full review

"Before choosing Acqueon Engagement for Amazon Connect, my organization did not evaluate other options. This is the first tool, and it turned out to be a very good tool. It is helping us in a very good way. It is the best.."

Jagdish Mahadik
Cybersecurity Analyst at Digital Direct Solution Private Limited

Read full review

©2026 PeerSpot, All Rights Reserved

"I am not certain which options the management team evaluated before choosing Acqueon Engagement for Amazon Connect, but they definitely reviewed more than two to three tools before selecting this one.."

Bansari Pujara
Senior QA Engineer at a tech vendor with 201-500 employees

Read full review

"Before using Acqueon Engagement for Amazon Connect, I relied on the legacy on-premise dialing and campaign management infrastructure. I switched primarily to eliminate the high maintenance overhead of legacy hardware, overcome strict scaling limitations, and achieve native cloud integration with my Amazon Connect environment on AWS.."

Leandro Eloy
CyberSecurity Specialist at a retailer with 1,001-5,000 employees

Read full review

"I evaluated alternative cloud-based outbound campaign management solutions, especially focusing on native integration capability with Amazon Connect, advanced compliance controls, and scalability within the AWS ecosystem before ultimately choosing Acqueon Engagement for Amazon Connect.."

Leandro Eloy
CyberSecurity Specialist at a retailer with 1,001-5,000 employees

Read full review

©2026 PeerSpot, All Rights Reserved

ROI

Real user quotes about their ROI:

"I believe the biggest ROI from Acqueon Engagement for Amazon Connect comes from saving employee time, improving agent productivity, and reducing manual campaign management work without necessarily reducing headcount.."

Bansari Pujara
Senior QA Engineer at a tech vendor with 201-500 employees

Read full review

"I have seen a clear return on investment from Acqueon Engagement for Amazon Connect, primarily driven by efficiency gains. By leveraging predictive dialing and the Best Time to Call analytics, I achieved roughly a 25 to 30% increase in agent productivity and contact rates, significantly reducing idle wait times and maximizing the output of existing staff without needing to expand headcount.."

Leandro Eloy
CyberSecurity Specialist at a retailer with 1,001-5,000 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"I have seen a return on investment with Acqueon Engagement for Amazon Connect, as it saves a lot of time for our organization members. As I said before, it saves time in reporting. It also helps resolve problems. It manages a large number of customer interactions in an organized way instead of handling every contact manually. In that way, it saves time, and it also gives production for the development of different activities. It also provides satisfaction to every customer we have.."

Jagdish Mahadik Read full review

Cybersecurity Analyst at Digital Direct Solution Private Limited

"We have seen a return on investment. First, we would have needed so many customer support representatives to manually reply and edit that we might have needed more than ten. With Acqueon Engagement for Amazon Connect, it was only one percent of that staffing need. Secondly, we completed off-boarding within six months, whereas otherwise it might have easily taken us two to three years. It has really saved us a lot of money, which made it worth the investment.."

Validated user Read full review

Manager, Operations Crypto at a tech company with 201-500 employees

©2026 PeerSpot, All Rights Reserved

“Regarding Acqueon Engagement for Amazon Connect's AI capabilities, I think its governance is quite good, and the security has a two-factor authentication that makes it very good from this point of view. The reliability of Acqueon Engagement for Amazon Connect is excellent as it is based on AWS, so it is 99.9 percent. Regarding accuracy, it is very good as I have the opportunity to register each moment of the campaign and the customer reaction to the messages..”

Orlando Perrotta

Read full review

Software Engineer at a media company with 1,001-5,000 employees

©2026 PeerSpot, All Rights Reserved

Use Case

"My main use case for Acqueon Engagement for Amazon Connect is to set up a campaign promotional for a debit card for our customer, which is a Swiss bank.."

Orlando Perrotta
Software Engineer at a media company with 1,001-5,000 employees

Read full review

"When we made the decision to shut down operations for our exchange, my main operational challenge was user migration and funds withdrawal. We had thousands of active traders holding assets on the platform that needed to be notified of the hard deadline for deposit, trading halt, and asset withdrawal. At that time, we deployed Acqueon Engagement for Amazon Connect specifically to handle this massive time-sensitive outbound communication campaign, instead of relying entirely on generic email that users most often ignore. We set up automated, multi-channel outreach, targeting SMS alerts and systematic emails directly to the segmented list of users who still had tokens remaining on the exchange.

Acqueon Engagement for Amazon Connect allows us to track who engaged with the notices and auto-route inbound support callbacks directly to our trained off-boarding agents. When users had trouble navigating their external wallets, it ensured that we met all compliance and legal disclosure standards throughout the entire wind-down process. This capability has been invaluable to us.."

Validated user
Manager, Operations Crypto at a tech company with 201-500 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"My main use case for Acqueon Engagement for Amazon Connect is campaign management, to create and manage customer calling campaigns. I also use it for the auto-dialer, which automatically makes outbound calls to customer lead lists. I also use it for the agent desktops, which give agents tools to manage customer interactions. It also helps with contact center services from AWS and helps companies manage customer calls and interactions. I use it in these different ways.

"Regarding how these calling campaigns work in my daily routine, we use them for clients where we require their different information and requirements for the process and for the operations. This helps us in our daily routine. When we start activities, we set up the calls, and that defines our daily routine. Once we set them up, the process runs very seamlessly. It also helps in our daily activities and reduces our effort when creating and managing customer campaigns. When an agent is available, the system calls customers automatically. It also shows the customer details before making a call, and it supports voice, two-way messaging, and email. That is why we prefer it, and we use it in that way.

"Something unique about how we use Acqueon Engagement for Amazon Connect is that it automatically calls multiple customer numbers based on agent availability and connects answered calls to the agents. It also manages communication through multiple channels, such as phone, email, and messaging.."

Jagdish Mahadik
Cybersecurity Analyst at Digital Direct Solution Private Limited

Read full review

©2026 PeerSpot, All Rights Reserved

"The primary use case for Acqueon Engagement for Amazon Connect is managing customer interactions, especially outbound calling campaigns. My working product specialist would focus on the main use cases, which include creating and managing campaigns, payment reminders, collection, customer retention, promotion calls, routing incoming and outbound customer interactions to available agents, and automatically initiating calls based on agent availability and campaign settings.

"Here is a practical example of how my team and I used Acqueon Engagement for Amazon Connect in a recent campaign: the credit card payment reminder campaign. The workflow operates through campaign creation, customer filtering, dialer configuration, call initiation, agent connection, customer conversation, disposition, and reporting.

"One important aspect of Acqueon Engagement for Amazon Connect is that it is not just about making bulk outbound calls; its real value is in intelligence, control, and data-driven customer engagement when integrated with Amazon Connect. I would like to highlight three areas: campaign orchestration, integrated reliability, and operational efficiency. I would prioritize end-to-end validation across Amazon Connect and the agent desktop rather than testing each application independently.."

Bansari Pujara
Senior QA Engineer at a tech vendor with 201-500 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"I have been using Acqueon Engagement for Amazon Connect for about two years, focusing primarily on its security architecture and the security integration within my AWS environment.

"My main use case for Acqueon Engagement for Amazon Connect is managing and securing omnichannel outbound campaigns, especially integrating Acqueon Engagement for Amazon Connect with Amazon Connect to optimize predictive dialing while enforcing strict data privacy and security compliance. In my day-to-day work, a typical task involves configuring and auditing the IAM roles and API integration between Acqueon and my AWS environment to ensure customer data is fully encrypted and handled securely during automated outreach campaigns.

"I also focus heavily on operational monitoring by integrating secure logs and the API access traffic from the platform into my SIEM tools, allowing me to track user activity, quickly troubleshoot connectivity bottlenecks, and maintain strict compliance with the data privacy standards across my cloud infrastructure.."

Leandro Eloy
CyberSecurity Specialist at a retailer with 1,001-5,000 employees

Read full review

©2026 PeerSpot, All Rights Reserved

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"Acqueon Engagement for Amazon Connect was procured directly through the AWS Marketplace, which streamlined the procurement process and allowed for a seamless integration with my existing AWS billing and enterprise agreement.."

Leandro Eloy Read full review

CyberSecurity Specialist at a retailer with 1,001-5,000 employees

"I choose 9 out of 10 because some of the features require knowledge, and some of the configuration also requires technical knowledge. People from a non-technical background will require some technical knowledge. The initial setup is also a little bit complex, which is why I give it a nine. All other things are good, and only one point is lacking. If your team improves it, it will become a 10 out of 10.."

Jagdish Mahadik Read full review

Cybersecurity Analyst at Digital Direct Solution Private Limited

©2026 PeerSpot, All Rights Reserved

Customer Service and Support

"I have limited experience with Acqueon Engagement's customer support; however, after one conversation when I faced an issue and my IT member was unavailable, I received positive technical assistance that helped resolve the issue.."

Bansari Pujara
Senior QA Engineer at a tech vendor with 201-500 employees

Read full review

"The customer support for Acqueon Engagement for Amazon Connect is very good. I would rate the customer support of Acqueon Engagement for Amazon Connect as nine out of ten.."

Validated user
Manager, Operations Crypto at a tech company with 201-500 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"Customer support for Acqueon Engagement for Amazon Connect is generally responsive and knowledgeable, particularly during initial implementation and the live deployment phase. Technical teams are helpful when troubleshooting complex integration or routing bottlenecks, though response times for deep code-level customizations can occasionally require escalation.."

Leandro Eloy
CyberSecurity Specialist at a retailer with 1,001-5,000 employees

Read full review

"There is nice customer support with Acqueon Engagement for Amazon Connect. The customer list can be segmented for different IDs. The customer support responds very early, so it helps resolve things at the earliest.

"I rate the customer support 10 out of 10 with Acqueon Engagement for Amazon Connect, as it provides nice support. It helps resolve problems as soon as possible. It does not take a lot of time from the customer team. The support is very fast.."

Jagdish Mahadik
Cybersecurity Analyst at Digital Direct Solution Private Limited

Read full review

©2026 PeerSpot, All Rights Reserved

Other Advice

"I suggest using Acqueon Engagement for Amazon Connect if the number of customers is very high, at least 10,000.

I gave this review an overall rating of 7 out of 10.."

Orlando Perrotta
Software Engineer at a media company with 1,001-5,000 employees

Read full review

"Ensure data synchronization and IAM policies are meticulously planned before deployment. Thoroughly test compliance rules for local regulations and leverage its AWS Marketplace availability for streamlined procurement and native cloud scaling. I would rate this product an 8 out of 10.."

Leandro Eloy
CyberSecurity Specialist at a retailer with 1,001-5,000 employees

Read full review

©2026 PeerSpot, All Rights Reserved

"Start with small pilot campaigns to ensure that your data mapping and custom API sync work perfectly before scaling up to high-volume lists. Secondly, prioritize real-time agent blending UI layouts so your support team can seamlessly shift between handling inbound user queries and outbound notifications. There are AI predictive tools such as best time to call which dramatically increase contact rates and prevent agents from wasting time on dead numbers or voicemail boxes. I would rate this review nine out of ten.."

Validated user
Manager, Operations Crypto at a tech company with 201-500 employees

Read full review

"On a scale of 1 to 10, I would rate Acqueon Engagement for Amazon Connect a nine. Out of 10, I rate it nine.

"The advice I would give to others looking into using Acqueon Engagement for Amazon Connect is that there are many features you can use in your organization. You can do multiple customer communication activities, configure integration, and learn many of the advanced features while using the product. Use this product for the growth of your organization.."

Jagdish Mahadik
Cybersecurity Analyst at Digital Direct Solution Private Limited

Read full review

"I would definitely recommend using Acqueon Engagement for Amazon Connect in my organization. My recommendation to others reading reviews on PeerSpot is that if an organization handles high volume outbound customer communications and wants to improve campaign automation and agent productivity, they should start using this tool. I would suggest it to my colleagues and family members who

©2026 PeerSpot, All Rights Reserved

own an IT company, as it can greatly assist their sales management and reporting tools.

“I rate Acqueon Engagement for Amazon Connect a seven out of ten.

“The reason I chose seven out of ten is that I appreciate the tool's flexible outbound campaign capabilities, multiple dialers, integration with Amazon Connect, customer segmentation, and campaign performance management. However, it could improve with a more interactive user interface, real-time monitoring, detailed error messages, and improved troubleshooting capabilities..”

Bansari Pujara
Senior QA Engineer at a tech vendor with 201-500 employees

Read full review

©2026 PeerSpot, All Rights Reserved

Top Industries

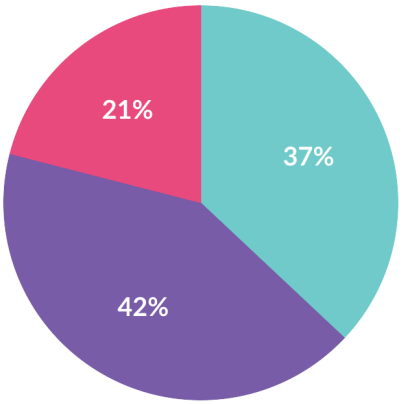
by visitors reading reviews

Construction Company	33%
Outsourcing Company	9%
Comms Service Provider	9%
Transportation Company	7%

Company Size

by reviewers

by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

©2026 PeerSpot, All Rights Reserved

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a customized report of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.
Get your personalized report here

©2026 PeerSpot, All Rights Reserved

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944

©2026 PeerSpot, All Rights Reserved