Acumen Solutions enables your contact centers to filter, automate, assign, prioritize, and act on inbound issues.

Create Data-Driven Cases
Proactively receive, manage, and engage with your customers, regardless of their chosen channel. By capturing and organizing incident feedback from multiple sources, you can identify actionable items and assign cases to agents based on their skills and experience.

Listen to Every Customer Input
Without SIFT™, feedback and correspondence can fall through the cracks. If customers are faced with long wait times, incorrect responses, or in some cases, no response at all, satisfaction and loyalty are negatively impacted. With SIFT™, you can find and filter customer feedback from any source and ensure that it is received by the correct person, so that every customers’ voice is heard.

Empower Your Team
Give customer care agents the insight and knowledge they need to take care of their customers in a more efficient manner. Eliminate the need to “re-route” customer concerns with automatic assignment routing. Automatically analyze customer correspondences via social media, web feedback, and email for relevance and content that matters to the organization.
Transformative Partners

Clarabridge helps hundreds of the world’s leading brands understand and improve their customer experience. Using advanced text analytics, Clarabridge transforms survey, social, voice and all other forms of customer feedback into intelligence used to empower confident, decisive actions across the business. The result: happier customers.

Salesforce Service Cloud is a social customer service application that allows you to manage all customer information and service conversations in the cloud. Marketing Cloud is a CRM for marketers—across email, mobile, social, ads, and the Web.

Create an Omni-Channel Solution

Proactively receive, manage, respond and engage with customers, regardless of which channel they use. Improve call center efficiency and boost the percentage of issues resolved in far less time with automation and smart filtering.

Who We Are and What We Do

Clients choose Acumen Solutions for one simple reason: our experience delivers success. Joining forces with our clients, our teams of strategists, subject matter experts, and engineers solve problems that can’t be fixed by technology alone. As a Salesforce Global Strategic Alliance Partner, the Fortune 500 trust us to build solutions that grow revenue and strengthen customer relationships. Our groundbreaking solutions in the public sector streamline operations and improve productivity. We apply the same expertise to our unparalleled social responsibility program, generating sustainable impact across our local communities.