

ICMI Recognizes 2014 Global Contact Center Award Finalists

Convergent Outsourcing, Inc. & Acuity Performance Management by TouchPoint One recognized as a finalist in the Best Use of Technology Category

Indianapolis, IN ([PRWEB](#)) April 10, 2014 -- Following a highly competitive application process, the International Customer Management Institute (ICMI) recognized Casey Kostecka, Convergent Outsourcing, Inc. as a finalist for Best Use of Technology. Winners will be announced at the Annual Global Contact Center Awards Dinner on May 7th in San Diego. The evening's award festivities are sponsored by Voiance, iQor, HireIQ and OneReach.

According to Sarah Stealey Reed, ICMI's content director and the head of judges for the 2014 ICMI [Global Contact Center](#) Award Selection Committee, the selection process was both challenging and invigorating.

"It's always so exciting to see the passion that our community has for the contact center and customer service," she said. "It's one thing to say that you are dedicated to the customer experience, but it's entirely another to prove it. Our finalists this year have absolutely proven themselves to be shining examples of exemplary support and leadership in the [contact center](#) industry. It's an honor to be a part of a selection process and to have the challenge of selecting only one winner in each category. Each finalist should feel very proud of their accomplishments."

Awards will be given out in a number of categories that recognized outstanding contact center organizations, as well as industry professionals. Finalists in all categories can be found at www.icmi.com/awards.

"We're thrilled to be nominated for ICMI's "Best Use of Technology" award with TouchPoint One's Acuity™ CCPM solution," said Casey Kostecka, President, Contact Center Solutions at Convergent. "ICMI is the world's most respected contact center and customer experience organization, which makes this nomination even more gratifying. Regardless of the outcome, we at Convergent feel like we've already won, because of the tremendous performance improvements we've realized since implementing Acuity in our contact centers."

For more information on the ICMI Global Contact Center Awards, visit icmi.com/awards, call 800.672.6177 (International: 001.719.268.0328) or email [awards\(at\)icmi\(dot\)com](mailto:awards(at)icmi(dot)com).

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals -- from frontline agents to executives -- who wish to improve customer experiences and increase efficiencies at every level of the contact center. Since 1985, ICMI has helped more than 50,000 organizations in 167 countries through training, events, certification, consulting, and informational resources. ICMI's experienced and dedicated team of industry insiders, trainers, and consultants are committed to helping you raise the strategic value of your contact center, optimize your operations and improve your customer service. For more information, visit www.icmi.com.

ICMI is a part of UBM (www.ubm.com), a global live media and B2B communications, marketing service and data provider.

About Convergent

Convergent is a highly responsive, integrated customer care organization. We provide solutions which help



client's bridge relationships with customers through enhanced, unified communication. Our customer care delivery enhances brand equity while maximizing the customer experience. Convergent currently operates eight contact centers of excellence. Our domestic and near shore facilities are strategically located and provide geographic time zone coverage and skilled and competitive labor availability. Convergent offers multi-channel platform solutions; voice, chat, e-mail and back office services that are compliant and continually measured for quality

About TouchPoint One

TouchPoint One delivers compelling [performance management](#) solutions to the world's leading contact centers. The Company's Acuity product is a hosted (SaaS) Contact Center Performance solution that collects and assimilates disparate systems data, ensures organizational alignment to a cohesive, accurate view of the state of the business and drives progressively improved employee, partner and operational performance.

To schedule an Acuity demo and performance management needs assessment, complete the registration form here: <http://www.touchpointone.com>, or call TouchPoint One at (317) 454-8200.



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