



TouchPoint One to Exhibit at Call Center Week 2015 Conference + Expo

Summary: Acuity Contact Center Performance Management software vendor, TouchPoint One announced today that it will be exhibiting at Call Center Week (CCW), June 15-19, 2015 at The Mirage in Las Vegas, Nevada.

INDIANAPOLIS, Indiana, June 4, 2015 — TouchPoint One, provider of Acuity, the leading Contact Center Performance Management software, announced today that it will be exhibiting at Call Center Week (CCW), June 15-19, 2015 at The Mirage in Las Vegas, Nevada.

Call Center Week is one of the premiere events for contact center industry leaders, drawing over 2000 attendees from across the globe. The event will feature action strategies, case studies and solutions for enhancing the customer experience, improving employee engagement and retention, and driving business results. Keynote and Master Class sessions will focus on key topics such as "Enhancing Agent Environment through Technology", "Breakthrough Thinking on Employee Engagement Strategies" and "Developing Standards and Strategies to Maintain and Improve Excellent Customer Experiences." CCW's Expo Hall will feature top technology solutions from over 200 sponsoring vendors.

Acuity combines a central data store, intuitive business logic designer and specialized analytics engine to deliver real-time performance intelligence through customized scorecards, role-based dashboards and systematized workflows. Communication, gamification, quality monitoring, pay-for-performance and other features are tightly integrated and accessible anywhere via web-enabled work stations, pcs, tablets and smart devices.

"We are excited about being a part of Call Center Week this year," said Greg Salvato, CEO of TouchPoint One. "Smart design, advanced analytics and effective productivity tools are central to our vision for Acuity and TouchPoint One's ability to deliver unrivaled value to our clients. We look forward to showing conference attendees how easy it is to advance their performance management effectiveness with Acuity contact center software."

TouchPoint One will be located at Booth #213. Prizes will be raffled and open to all attendees throughout the weekend. Mention the code: **16CCW_TOUCHPOINT** to receive your exclusive 20% off any conference packages.

Additional Information

- For more information about Acuity Contact Center Performance Management software, go to www.touchpointone.com
- To schedule an Acuity demo and performance management needs assessment, complete the registration form here: http://www.touchpointone.com/resources_schedule.html or email TouchPoint One sales at info@touchpointone.com.

About TouchPoint One

TouchPoint One is an innovative provider of contact center performance management solutions. The Company's Acuity product is a hosted software solution (SaaS) that provides a single platform for improved contact center decision making, analytics and process execution to achieve greater customer, employee and business success.

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