



TouchPoint One Receives 2015 Customer Experience Innovation Award for Acuity Contact Center Performance Management Software

Acuity recognized for its positive impact on customer experience through its expanding suite of employee engagement, professional development and performance management features

INDIANAPOLIS, Indiana, December 8, 2015 — TouchPoint One, the leading provider of SaaS solutions for contact center performance management announced today that TMC, a global, integrated media company, has named Acuity as a winner of the 2015 Customer Experience Innovation Award winner presented by TMC's CUSTOMER magazine.

The 2015 Customer Experience Innovation Award recognizes best-in-class companies setting the standard in delivering exceptional customer experiences.

“The pressure for contact center organizations to deliver exceptional and predictable support, sales and/or service is greater than ever while at the same time, service delivery has become more complex and the business conditions remain extremely challenging,” said Greg Salvato, CEO of TouchPoint One. “Our focus is to help our clients meet the heightened expectations of customers in this intense business environment and improve the well-being of the agents, supervisors and other employees who are tasked with this mission. We are pleased to be awarded with the 2015 Customer Experience Innovation Award and recognized for our commitment and efforts by TMC.”

Acuity is a SaaS contact center performance management and employee engagement solution that combines a central data store, intuitive business logic designer and specialized analytics engine to deliver on-demand performance intelligence to agents, managers, customers and partners through customized scorecards and role-based dashboards. Communication, gamification, quality monitoring, training, pay-for-performance and other features are tightly integrated and accessible anywhere via web-enabled work stations, pcs, tablets and smart devices. Acuity provides contact centers with a single platform for improved decision making, talent development and process execution to achieve greater customer, employee and business success.

“Congratulations to TouchPoint One for receiving a 2015 Customer Experience Innovation Award. TouchPoint One has been selected for enhancing the customer experience and improving business relationships,” said [Rich Tehrani](#), CEO, TMC. “We’re pleased to recognize this achievement.”

Additional Information

- For more information about Acuity Contact Center Performance Management software, A-GAME and the A-GAME Contact Center Performance Football Challenge, 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 the leading provider of employee engagement and performance management solutions for contact centers. The Company's Acuity product is a hosted software solution (SaaS) that combines a central data store, intuitive business logic designer and specialized analytics engine to deliver real-time performance intelligence through customized scorecards and role-based dashboards.



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About CUSTOMER

Since 1982, [CUSTOMER](http://www.customer.tmcnet.com) magazine (formerly *Customer Interaction Solutions*) has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

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