

## **Bluegreen Vacations Strengthens Contact Center Operations with Acuity Performance Management Solution**

*TouchPoint One Contact Center Performance Management solution helps Bluegreen Vacations enhance customer service, improve agent performance and optimize critical business processes.*

Indianapolis, IN ([PRWEB](#)) December 03, 2013 -- TouchPoint One, an innovative provider of enterprise [performance management](#) solutions to the world's leading contact centers, announced today that Bluegreen Vacations has selected its Acuity [Contact Center Performance Management](#) solution to enhance customer service, improve agent performance and optimize critical business processes. Supported by a 200 seat customer care center, Bluegreen Vacations is a leading timeshare sales, marketing and resort management company serving more than 170,000 Vacation Club owners, over 60 owned or managed resorts, and access to more than 4,000 resorts worldwide. Bluegreen Vacations also offers a portfolio of comprehensive, turnkey, fee-based service resort management, financial services, and sales and marketing services on behalf of third parties.

"Delivering extraordinary customer service and support is central to our mission and culture," said Angela Blevins, Vice President of Club Services at Bluegreen Vacations. "As a consequence, we actively seek and support entrepreneurs, like the team at TouchPoint One, who have developed new approaches and innovative technologies that help us meet our business objectives. Acuity has enabled us to refine decision-making and improve execution from executive to agent resulting in measurable improvement in key performance indicators such as customer satisfaction, sales conversions rates, attendance, reservation accuracy and balanced scores."

Acuity is the leading [Cloud Contact Center Performance Management](#) solution. Provided through a subscription-based Software as a Service (SaaS) model, Acuity provides a single, web-based source for all of the information, Key Performance Indicators (KPIs) and business logic (including balanced scorecard) vital to measuring and assessing agent, team or contact center-wide performance.

Acuity eliminates reliance on inflexible, labor intensive spreadsheets and streamlines performance analytics to save time and increase productivity across the entire contact center operation. Coaching, quality monitoring, ESAT and quizzing modules are fully integrated along with personalized, role-based dashboards that enable delivery of intelligence at any operational level. Integrated communications capabilities including chat and messaging ensure fluid interaction among the contact center team to promptly address challenges and capitalize on success. The Acuity hosted solution provides substantial cost savings, streamlined IT and simple scalability with low up-front investment.

"Consumer expectations for customer support are greater than ever which means the stakes are similarly elevated for businesses to achieve exemplary service quality that meets these demands," said Greg Salvato, CEO of TouchPoint One. "Through Acuity, Bluegreen Vacations has demonstrated Performance Management's essential role within the Contact Center to monitor, align and inspire teams. We are grateful for Bluegreen's tremendous support and excited about achieving further performance improvements with them."

### Additional Information

- For more information about the Acuity Contact Center Performance Management System, go to [www.touchpointone.com](http://www.touchpointone.com).



- To schedule an Acuity demo and performance management needs assessment, complete the registration form here: <http://www.touchpointone.com/Default.aspx> or email TouchPoint One sales at [info\(at\)touchpointone\(dot\)com](mailto:info(at)touchpointone(dot)com).

#### About TouchPoint One, LLC

TouchPoint One, LLC provides innovative enterprise performance management solutions to the world's leading contact centers. Founded by veteran call center executives, TouchPoint One is committed to delivering solutions that empower agents and managers, increase customer satisfaction and loyalty, reduce risk and maximize business performance. The Company's Acuity product is the leading Cloud Contact Center Performance Management solution.

#### About Bluegreen Vacations

Founded in 1966 and headquartered in Boca Raton, FL, Bluegreen Vacations® is a leading timeshare sales, marketing and resort management company. Bluegreen Vacations manages, markets and sells the Bluegreen Vacation Club®, a flexible, points-based, deeded vacation ownership plan with more than 170,000 owners, over 60 owned or managed resorts, and access to more than 4,000 resorts worldwide. Bluegreen also offers a portfolio of comprehensive, turnkey, fee-based service resort management, financial services, and sales and marketing services on behalf of third parties.

TouchPoint One and Acuity are registered trademarks of TouchPoint One, LLC. All other registered or unregistered trademarks are the sole property of their respective owners. © 2013 TouchPoint One, LLC. All rights reserved.



**Contact Information**

**Gregory Salvato**

TouchPoint One, LLC

<http://www.touchpointone.com>

732-266-1877

**Guy Gray**

TouchPoint One, LLC

<http://www.touchpointone.com>

770-402-1041 na

**Online Web 2.0 Version**

You can read the online version of this press release [here](#).