



## TouchPoint One Contact Center Gamification Platform Honored This Week With 2016 Employee Engagement Award

*A-GAME Gridiron impresses with exceptional innovation, employee engagement and business performance impact.*

INDIANAPOLIS, Indiana, June 27, 2016 — **TouchPoint One**, a leading provider of employee engagement and performance management solutions, announced today that its **A-GAME "Gridiron" Contact Center Performance Football Challenge** was presented with the **2016 "Employee Engagement in a Call Center" award** by the Employee Engagement Summit & Awards (EE Awards). The EE Awards is the only combined awards program and conference dedicated to inspiring and recognizing employee engagement best practices across North America and the world. Winners from 16 categories were announced at the 2016 North American Employee Engagement Summit & Awards in Chicago on June 22.



A-GAME is an innovative gamification platform that leverages structured, league-based competition to inspire, motivate and recognize outstanding performance at the individual and team levels. A-GAME automatically facilitates round-robin tournament and play-off stages for sport or non-sport themed competition. Gridiron is the American style football version of A-GAME that enables organizations to leverage the popularity and excitement associated with the NCAA and NFL seasons to engage and entertain employees, enhance corporate culture and improve business performance.

In its inaugural 2015 season, drawing over 3,000 agents across 150 teams in the U.S. and Central America and supporting customers among some of the world's leading brands including Sprint, Duke Energy, Chase, Shutterfly, Pepco, Vectren and Bluegreen Vacations, A-GAME Gridiron resulted in improvements in attendance, quality, retention, schedule adherence, wrap & hold time, utilization, sales/collections and overall balanced scores. Employee engagement, measured across several KPIs and other measures of business process activity, also increased.

TouchPoint One created A-GAME to deliver on the promise of gamification by ensuring complete alignment with the full range of business KPIs and through specialized application design geared specifically for contact centers. No other gamification solution offers a comparable level of performance management integration, employee engagement and recognition features, performance analytics, or turn-key implementation.

To learn more about the features and benefits of A-GAME or to participate in Gridiron 2016, visit the [TouchPoint One](#) web site. We can also be found on Twitter [@TouchPoint\\_One](#) and on [LinkedIn](#).

### 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 full-featured contact center performance management solution that enables improved decision making, talent development, and process execution



at every operational level. TouchPoint One employee engagement solutions deliver the rich benefits of enterprise gamification through innovative design and complete, functional alignment with business processes and strategies.

**About Employee Engagement Awards**

The Employee Engagement Summit & Awards (EE Awards) is the only combined awards & conference dedicated to inspiring and recognizing Employee Engagement across North America and the world. EE Awards inspires, recognizes and celebrates the people companies who remake the way organizations think about and engage people to achieve their purpose. Learn more at <http://www.ee-awards.com>.

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