



## TouchPoint One Receives 2016 Contact Center Technology Award from TMC CUSTOMER Magazine

— Acuity contact center performance management solution *honored for improving customer service technology and improving the customer experience* —

INDIANAPOLIS, Indiana, September 16, 2016 — TouchPoint One, the leading provider of contact center performance management and employee engagement solutions announced today that TMC, a global, integrated media company, has named Acuity as a 2016 *CUSTOMER* Technology Award winner.

Acuity is a cloud-based contact center performance management platform that is delivered in a software-as-a-service (SaaS) model. It combines a central data store to aggregate performance data stored across disparate systems, an intuitive and flexible business logic designer for smooth setup and maintenance of different operational departments and/or program portfolios and a specialized analytics engine to deliver multi-dimensional performance intelligence on-demand to agents, managers, customers and partners through role-based scorecards and dashboards. Gamification, voice of the employee (VoE), quality monitoring, chat and email, e-learning, incentive and reward, pay-for-performance and other features are tightly integrated and accessible anywhere via web-enabled work stations, pcs, tablets and smart devices.

“TouchPoint One is committed to transforming contact centers into employee-focused institutions that can more effectively operate within diverse and increasingly complex customer care domains,” said Greg Salvato, CEO of TouchPoint One. “Within one platform, Acuity provides every contact center stakeholder from front-line agent to HR, finance, operations, and C-level leadership on-demand access to performance intelligence as well as tools for continuous employee feedback, coaching, QA and some of the most innovative and effective gamification solutions available. We are ecstatic for Acuity to receive a 2016 *CUSTOMER* Contact Center Technology Award and thank TMC for this recognition.”

Acuity was honored for exceptional innovation in contact center performance management and employee engagement technology developed specifically to address employee morale, retention, productivity, quality, customer experience and business performance challenges for contact centers.

“Congratulations to TouchPoint One for being awarded a 2016 *CUSTOMER* Contact Center Technology Award. Acuity has been selected for demonstrating innovation, quality and unique features which have had a positive impact on the customer experience,” said Rich Tehrani, CEO, TMC. “We’re pleased to recognize their achievement.”

This 11th-annual Contact Center Technology Award, presented by *CUSTOMER* Magazine, honors vendors and technologies that have embraced technology as a key tool for customer service excellence. This award distinguishes their success as innovators, thought leaders, and market movers in the contact center and customer care industries. Results of the 2016 *CUSTOMER* Contact Center Technology Award will be published in the July/August edition of *CUSTOMER* Magazine.



TouchPoint One solutions transform contact center performance management and employee engagement processes to enhance corporate culture, improve employee well-being, strengthen customer bonds and deliver strong, verifiable business benefits.

To learn more about the features and benefits of Acuity, visit the [TouchPoint One](#) web site, schedule a [software tour](#) and needs assessment today.

### **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.

### **TMC's CUSTOMER Magazine**

[TMC's CUSTOMER magazine](#) premiered in September 2012 and is the industry's new, definitive source for news, product information, and strategies for communications that engage customers and potential customers. Each issue of *CUSTOMER* includes news and insights on the latest developments in agent training, analytics, ERP, IVR, social CRM solutions, mobile apps, workforce management and more. Please visit <http://customer.tmcnet.com> for more information.

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