



TouchPoint One Employee Engagement Solution Receives 2017 CUSTOMER Contact Center Technology Award

— *Innovation leverages business intelligence and game mechanics to align and enhance customer and employee experience* —

INDIANAPOLIS, Indiana, October 25, 2017 — TouchPoint One, the leading provider of employee engagement and performance optimization solutions, announced today that [TMC](#), a global, integrated media company, has named Treasure Hunt as a 2017 Contact Center Technology Award winner, presented by [CUSTOMER magazine](#).

“Congratulations to TouchPoint One for being awarded a 2017 CUSTOMER Contact Center Technology Award. Treasure Hunt 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.”

Treasure Hunt is an employee reward and incentive solution that transforms routine performance achievement and skills development processes into captivating and empowering interactive experiences. Treasure Hunt leverages performance analytics and engaging thematic dashboards enhanced with game mechanics and social enterprise features to help employees perform smarter, happier and with greater support and confidence. Performance and reward scoring is based on KPI or balanced scores sourced in real-time from the Acuity Performance Management Platform and/or other commercial or internal BI platforms and data sources.

“Overcoming turnover, absenteeism, employee morale and other key requires more than savvy analytics and big data, but deep consideration about how intelligence is delivered and made useful to front-line personnel and managers,” said Greg Salvato, CEO at TouchPoint One. “Employees appreciate Treasure Hunt because it animates their quest for performance excellence with an entertaining expedition for gems, riches and glory. We are honored to be recognized by TMC and accept this 2017 Contact Center Technology Award.”

This 12th-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.

Additional Information

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

About TouchPoint One

TouchPoint One is the leading provider of employee engagement and performance optimization solutions for contact centers. TouchPoint One solutions enable improved decision making, talent development, and process execution at every operational level and deliver the rich benefits of performance 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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