



## **A-GAME Xtreme Contact Center Gamification Solution Short-Listed for 2017 Employee Engagement Awards Best Use of Technology**

Innovative gamification solution connects, aligns and inspires contact center employees from front-line agents to C-level execs

INDIANAPOLIS, Indiana, May 8, 2017 — TouchPoint One, the leading provider of employee engagement and performance management solutions for contact centers, announced today that A-GAME Xtreme was named a finalist for Best Use of Technology by the Employee Engagement Summit & Awards (EE Awards). The EE Awards is the only combined awards & conference dedicated to inspiring and recognizing Employee Engagement across North America and the world. Winners from 20 categories of nominations will be announced at the 2017 North American Employee Engagement Summit and Awards to be held in Chicago on June 8.

Unveiled in November 2016, Xtreme is an optional software module within TouchPoint One's A-GAME cloud-based gamification platform that transforms contact center operations into competitive sport and non-sport themed leagues. Xtreme allows C-level executives, senior managers and other employees to draft "fantasy" teams comprised of agents from across the entire contact center operation. Xtreme teams compete head-to-head in regular season matchups and for post-season division titles and league championships.

The business impact of Xtreme included year over year boosts in balanced scores averaging 6% to over 16%. The most highly cited performance improvements on a financially quantifiable KPI-specific basis included \$\$ collected, attendance, utilization, turnover and Average Handle Time (AHT), and after call work. Other KPIs also mentioned by customers as positively influenced by Xtreme include quality, employee morale, peer-to-peer support and employee engagement.

"Gamification can be leveraged in a variety of ways to improve core business processes and elevate employee development, morale, and experience and we are thrilled to be recognized for our efforts by the EE Awards," said Greg Salvato, CEO of TouchPoint One. "We are grateful to be working with so many forward-thinking organizations on exciting initiatives like Xtreme that leverage data, use-centered design, and game mechanics to deliver extraordinary outcomes for employees, customer and employers."

By bonding front-line agents directly with senior managers and other key personnel, Xtreme provides a stimulating basis for constructive connection, knowledge-sharing, alignment and mentoring between employees whose day-to-day routines might not ordinarily intersect. A-GAME offers contact centers a fresh and dynamic mechanism to address morale, retention, skills, and career development and to realize the business benefits of stronger employee engagement.

To learn more about the features and benefits of A-GAME, 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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