

## TouchPoint One Recognizes Customer Contact MVPs with 2018

### A-GAME<sup>SM</sup> Medal of Excellence Awards

— Care, Service and Support Personnel for National Grid, Sprint, UPS and Synchrony Bank Customer Contact Programs among Esteemed Honorees —

INDIANAPOLIS, Indiana, February, 16 2018 — TouchPoint One, the leading provider of employee engagement and performance optimization solutions for contact centers, today announced the winners of the 2018 A-GAME Contact Center Performance Challenge Medal of Excellence Award. The honorees are recognized for their outstanding commitment to customer care, sales, and service delivery excellence through exemplary individual and team performance across a diverse range of business and customer experience metrics.

“No other functional area of an organization is more focused on performance metrics than the contact center – without it, we have no basis from which to evolve or improve outcomes for customers or the business,” said Chime Solutions Chief of Staff, Lauren Wilson. “But that doesn’t mean the process can’t be engaging or even fun. A-GAME helps us leverage performance metrics and game mechanics in a way that’s proven to engage and motivate everyone involved in the care and support of our customers. We congratulate Shaquanna and Michael and his team on their Medal of Excellence accomplishment and thank them for their dedication, hard work and leadership.”

A-GAME is the cloud-based gamification solution that transforms contact center operations into competitive sports and other themed leagues. The TouchPoint One Medal of Excellence is the contact center industry's highest honor for outstanding performance. Uniquely data-driven, the Medal of Excellence selection methodology reflects both achievement and improvement across all A-GAME corporate leagues. The Medal of Excellence recognizes not only skill and experience, but the ability to perform at progressively higher levels through sustained commitment, focus and effort at both the individual and team levels.

The 2018 TouchPoint One Medal of Excellence recipients are:

#### AGENT MVP AWARD

**Winner:** Shaquanna Ussery, UPS – Chime Solutions, Michelle McDonald Team aka “Dirty Birds”

**First Runner-up:** Kierstin Kulp, National Grid – Convergent Outsourcing, Team Weinheimer aka “Weinheimer's Weimaraners”

**Second Runner-up:** Ashley Brown, PHX/Sprint – Convergent Outsourcing, Francisco Villanueva Team

#### SUPERVISOR/TEAM MVP AWARD

**Winner:** Brittany Rooks Team, Sprint Customer Care – Convergent Outsourcing



**First Runner-up:** Michael Johnson Team aka “West 4th Street Wizards”, Synchrony Bank – Chime Solutions

**Second Runner-up:** Jason Vanley Team, PHX/Sprint – Convergent Outsourcing

“Contact center agents endure extraordinary pressure to fulfill the diverse demands of both customers and employer,” said Greg Salvato, CEO of TouchPoint One. “A-GAME offsets workforce stress by converting everyday routines and performance metrics into vivid experiences that strengthen relationships and focus and offering managers inventive strategies to recognize and reward exceptional performance. TouchPoint proudly honors the 2018 Medal of Excellence Award winners for their effort, energy and enthusiasm along with the colleagues who provided them with the support, direction and encouragement to realize their full potential.”

To learn more about the features and benefits of A-GAME, visit the [TouchPoint One](#) web site. Please also follow us on Twitter [@TouchPoint\\_One](#) and on [LinkedIn](#).

### **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.

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