TouchPoint One Contact Center Performance Management Platform Delivers Esteemed Industry Recognition for Convergent BPO

TouchPoint One announced that Convergent CEScore, a Contact Center Performance Management solution founded on TouchPoint One's Acuity CCPM platform, has been named a CUSTOMER 2012 Product of the Year Award recipient by TMC.

Indianapolis, IN ([PRWEB](#)) February 06, 2013 -- TouchPoint One today announced that Convergent CEScore, a [Contact Center Performance Management](#) solution founded on TouchPoint One's Acuity CCPM platform, has been named a CUSTOMER 2012 Product of the Year Award recipient by TMC. In a market dominated by large, global Business Process Outsourcers, Convergent is differentiating itself by being one of the first BPOs to use Acuity to enable innovative, cloud-based performance management capabilities in support of their diversified business process outsourcing, revenue cycle and receivables management businesses.

Acuity is a hosted [CCPM](#) solution (SaaS) that enables successful contact center operators to leverage data from core, but disparate systems (CMS, voice recording, quality monitoring, attendance, etc.) and client-specific business logic to improve employee performance, operational efficiency, customer satisfaction and financial results while reducing compliance, legal and other business risk.

"We are able to directly correlate much of Convergent's rapid growth, low agent turnover and exceptional client retention rate to the implementation of our Acuity powered CEScore solution," said Casey Kostecka, President, Contact Center Solutions at Convergent. "This TMC Product of the Year recognition is a motivating testament of our ongoing commitment to deliver differentiated and measurable benefits to our clients. We look forward to our continued partnership with TouchPoint One to further extend the value of our contact center performance management capabilities."

Acuity's key features include:
* Multiple Dashboard Views - provide role-based reporting and analytics of performance data for any level of the operation.
* CCPM Data Warehouse – central repository and analytic platform geared specifically for contact center systems and operations.
* Business Logic Engine – enables integration of custom KPIs, performance metrics, balanced score and business rules.
* Quality Monitoring System – integrated agent review and quality monitoring system.
* Messaging and Alert Engine – agent support, coaching and personnel communication system.
* Employee and Customer Survey – survey distribution and data management module.
* Employee Evaluation – ensures consistent, standard employee assessment and review.
* Reporting and Trending – comparative analytics, statistics, trending and drill-down across all organizational levels.
* ABC Pay – Achievement Based Compensation module integrates with you payroll system.

"Convergent has been instrumental in the development and evolution of the Acuity Performance Management Solution and we are thrilled for their TMC Product of the Year distinction," said Gregory Salvato, TouchPoint One. "Contact center leaders, like Convergent, are fanatical about increasing operational efficiency, improving customer care, empowering agents and reducing risk. TouchPoint One is uniquely qualified and committed to delivering the tools to achieve competitive advantage in these areas through Acuity and we are excited about

our continued efforts to support Convergent and other TouchPoint One clients."

For more information about the Acuity Contact Center Performance Management System, go to www.touchpointone.com

The 15th Annual Product of the Year Award winners are published in the January/February 2013 issue of CUSTOMER magazine, www.customerzone360.com.

About Convergent
Headquartered in Atlanta, Convergent is one of America's largest business process outsourcing, revenue cycle and receivables management companies, with twelve operating centers across four time zones. The company has more than sixty years of history serving a diverse industry customer base, including consumer contact outsourcing services, commercial receivables management and healthcare revenue cycle management. Convergent empowers its clients with an innovative combination of an adaptable workflow engine, technology-enabled operations, next-generation analytics and professional services to deliver superior financial performance and high levels of client and consumer satisfaction.

About TouchPoint One, LLC
TouchPoint One, LLC (www.touchpointone.com) provides innovative enterprise performance management solutions to the world's leading contact centers. Founded by veteran call center executives, TouchPoint One is committed to delivering solutions that empower agents and managers, increase customer satisfaction and loyalty and maximize business performance. The Company's Acuity product is a hosted software solution (SaaS) that enables clients to leverage disparate systems data to measure, report, analyze and derive actionable intelligence across every facet of the contact center operation. Acuity helps successful organizations improve employee performance, operational efficiency, customer satisfaction and financial results while reducing compliance, legal and other business risk.

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Online Web 2.0 Version
You can read the online version of this press release here.