



## **TouchPoint One to Showcase Contact Center Performance Management Solutions at 20<sup>th</sup> Annual Customer Contact Week**

Performance management forerunner to exhibit award-winning solutions that boost employee engagement, confidence, and success

INDIANAPOLIS, Indiana, June 3, 2019 — TouchPoint One, the leading provider of performance management and employee engagement solutions for contact centers announced today that it will be exhibiting at the 20th Annual Customer Contact Week (CCW) from June 24-28, 2019, at The Mirage in Las Vegas, Nevada. Customer Contact Week is the world's largest customer contact event and #1 meeting place for CX, contact center and customer care executives. Touchpoint One will participate in the CCW Demo Drive, host Meet the Customer and Interactive Discussion Group (IDG) events, and demonstrate the latest features available in the Acuity performance management platform throughout the conference.

Founded on the TouchPoint One Performance Optimization Model, Acuity assimilates disparate systems data to fuel an integrated suite of specialized business features including role-based dashboards, departmental or functional scorecards, intelligent workflows (QA, coaching, quizzing, surveys, etc.), messaging (chat, email, notifications), gamification, and analytics and reporting – all delivered in a Cloud-based SaaS platform. Stop by TouchPoint One booth #632 during the expo's Demo Drive for a personal software demo and a chance to win a pair of his and hers Bose QuietComfort 35 II Wireless Bluetooth Headphones.

"TouchPoint One is thrilled to be a part of CCW's 20th year celebration, an exceptional conference to collaborate, discover, and problem-solve in an environment of unprecedented opportunity and change," said Greg Salvato, CEO of TouchPoint One. "We look forward to connecting with our contact center industry colleagues, clients, and friends to advance the employee-centric strategies that enable superior outcomes for businesses and their customers."

On Thursday, June 27<sup>th</sup>, 9:20-10:40 AM., TouchPoint One will host a Meet the Customer event featuring John Craven, Director - Center of Excellence, Cox Communications in TouchPoint One Booth #632. John will share expert advice in planning and managing an effective performance management and employee engagement system.

TouchPoint One and Bark & Co. will co-present Interactive Discussion Group "IDG" #60 – Workforce Optimization on June 27<sup>th</sup>, from 10:50 AM-12:30 PM. Join us for a discussion about successful strategies to enhance both the employee and customer experience.

To learn more about Acuity and TouchPoint One, visit the [TouchPoint One](#) web site. We can also be found on Twitter [@TouchPoint\\_One](#) and on [LinkedIn](#). Use our 20% sponsor discount code to [register](#) for CCW 2019 today! **20CCW\_TOUCHPOINT**

### **About TouchPoint One**

TouchPoint One delivers innovative employee engagement and performance management solutions to



organizations that maintain large, complex, mission-critical customer contact operations. The Company's Acuity product is a full-featured employee engagement and performance management platform that enables improved decision making, talent development, and process execution at every operational level. TouchPoint One customer contact solutions deliver the rich benefits of gamification, balanced scorecards, employee dashboards and advanced performance management through innovative design and complete, functional alignment with business processes and strategies. <http://www.touchpointone.com>

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