TouchPoint One Announces Acuity Cloud Contact Center Performance Management Software Update

Summary: Acuity Contact Center Performance Management new release delivers core platform upgrades as well as new or enhanced features focused on employee attrition management, analytics, monitoring and employee recognition and engagement.

INDIANAPOLIS, Indiana, November 20, 2014 — TouchPoint One, a leading provider of cloud Contact Center Performance Management software today announced the availability of a major software update to its Acuity CCPM solution. The latest build delivers core platform upgrades as well as new or enhanced features focused on attrition management, analytics, monitoring and employee recognition and engagement.

"Adoption of Acuity has gained tremendous momentum in 2014 and customers are starting to realize the broader scope of how it can be leveraged to better align, equip and engage contact center employees and partners," said Greg Salvato, CEO of TouchPoint One. "Due to its capacity to rapidly advance an organization's performance management processes and create quantifiable ROI, initial Acuity implementation is very rewarding. But once the platform is in place, the versatility and range of the solution truly shines as customers introduce new and creative strategies to recognize, motivate and empower their employees, shrink costs and risk and boost revenue. We are grateful to the skilled efforts of the TouchPoint One development team and the customers and partners you have contributed to this latest Acuity release."

The latest Acuity features and capabilities have been developed in response to requests from existing customers as well as in accordance with specific requirements for new implementations. Highlights of the latest Acuity release include:

Agent Attrition Tracker
Intelligent workflow and related reporting manages and measures attrition from team/supervisor to operation-wide and provides analytics across all configured attributes.

Enhanced Analytic Modeling
Expanded capacity to create role or asset-centric analytic models – including internal (agent, supervisor, trainer, etc.) or external (outsourcer, staffing provider, etc.) and related default or custom reporting.

Dynamic Relative Ranking
Enables Pay-for-Performance option based on relative ranking rather than fixed-value performance tiers.

AcuityBucks™
Added AcuityBucks™ points/reward system to enable versatile incentive compensation that can be redeemed for gift/gas cards, lunches, gym membership, etc.

AWS Migration
Completed migration to Amazon Web Services (AWS) – cloud hosting platform provides global, enterprise-grade scalability as well as increased reliability, delivery speed, server redundancy, and additional back-up systems.

Expanded Monitoring and Survey Forms
Expanded Acuity forms designer and added templates to enable customers to easily replicate custom, create new or edit existing surveys, monitoring or other forms.

Additional Information

To schedule an Acuity demo and performance management needs assessment, complete the registration form here: http://www.touchpointone.com, or call TouchPoint One at (317) 454-8200.

About TouchPoint One
TouchPoint One delivers innovative performance management solutions to the world's leading contact centers. The Company's Acuity product is a Cloud-based (SaaS) Contact Center Performance Management solution that assimilates disparate systems data and applies role-based dashboards, intelligent workflows, messaging and data analytics to establish organizational alignment, drive progressively improved financial and operational performance and enhance the customer experience.