TouchPoint One Receives 2015 CUSTOMER Magazine Product of the Year Award

Acuity Contact Center Performance Management Software Honored for Exceptional Innovation

Indianapolis IN, January, 8, 2015 – TouchPoint One, the leading provider of Contact Center Performance Management software solutions, announced today that TMC, a global, integrated media company, has named Acuity as a 2015 CUSTOMER Product of the Year Award winner.

TouchPoint One was recognized for Acuity, its Contact Center Performance Management software solution that enables organizations to more effectively execute performance strategy and manage related processes, analytics and communication across every category of personnel and vendor responsible for contact center and overall business success.

"TouchPoint One is helping organizations transform the execution of contact center performance management and gain control of some of the most critical challenges facing businesses today," said Greg Salvato, CEO of TouchPoint One. "This Product of the Year Award for exceptional innovation from TMC CUSTOMER magazine is an encouraging recognition of our ongoing mission to pioneer performance management solutions that are innovative, intelligent and deliver high return on investment."

By collecting and assimilating disparate systems data and applying role-based dashboards, intelligent workflows, analytics and game mechanics, Acuity enables organizations to establish organizational alignment, quickly identify and manage operational strength and weakness and develop and retain top talent. Organizations leverage Acuity to drive progressively improved financial and operational performance, enhance employee engagement and well-being and improve the customer experience.

"On behalf of both TMC and CUSTOMER magazine, it is my pleasure to honor TouchPoint One with a 2015 Product of the Year Award," said Rich Tehrani, CEO, TMC. "The Acuity solution has proven deserving of this elite status and I look forward to continued innovation from TouchPoint One in 2015 and beyond."

The 17th Annual Product of the Year Award winners will be published in the January/February 2015 issue of CUSTOMER magazine.

About TouchPoint One
TouchPoint One is the leading Contact Center Performance Management software vendor. The Company's Acuity product is a Cloud-based (SaaS) software solution that enables organizations to more effectively execute and manage performance strategy, process, analytics and communication across every category of personnel and vendor responsible for contact center and overall business success.

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.

TMC's CUSTOMER Magazine
TMC's CUSTOMER magazine premiered in September 2012 and is the industry's new, definitive source for news, product information, and strategies for communications that engage customers and potential customers. Each issue of CUSTOMER includes news and insights on the latest developments in agent training, analytics, ERP, IVR, social CRM solutions, mobile apps, workforce management and more. Please visit http://customer.tmcnet.com for more information.