TouchPoint One to Discuss Gamification at CS Week 2016

"Gamification: Energizing CSR Performance" - CS Week 2016, Tuesday, April 26, 2016,1:45 -2:30 p.m. MT will include a Gamification primer, Case Studies from Vectren and Convergent Outsourcing as well as a discussion of best practices and open Q&A.

INDIANAPOLIS, IN, April 25, 2016 - TouchPoint One, the leading provider of employee engagement and performance management solutions for contact centers today announced that its CEO, Greg Salvato has been invited to speak to the Customer Engagement Synergy Group at CS Week 2016. Greg will discuss gamification and its effectiveness to improve the customer experience, employee engagement and business results. Greg will be joined by Vectren Performance Assurance Manager, Cindy Dossett and Convergent Outsourcing President, Casey Kostecka who will share their respective gamification experiences and expertise across strategy, implementation best practices, return on investment and more. The agenda also allots time for attendee participation and Q&A.

WHEN: Tuesday, April 26, 2016, 1:45 – 2:30 p.m. MT

WHERE: CS Week 2016, Phoenix Convention Center, Phoenix, AZ, Room 124 A

WHAT: Gamification: Energizing CSR Performance

Performance, absenteeism, turnover, and employee well-being are key challenges for contact centers that can be tackled head-on through thoughtful and disciplined application of innovative employee engagement strategies.

In this session, you'll learn about why employee engagement matters, the rise and power of gamification, and how to tightly align employee engagement strategies to business objectives. You'll leave this session armed with practical advice and implementation best practices that will help you devise a winning employee engagement program of your own.

WHO:

Cindy Dossett, Performance Assurance Manager, Vectren

Greg Salvato, CEO, TouchPoint One

Casey Kostecka, President, Convergent Outsourcing, Inc.

About TouchPoint One

TouchPoint One is the leading provider of employee engagement and performance management solutions for contact centers. The Company's Acuity product is a full-featured contact center performance management solution that enables improved decision making, talent development and process execution at every operational level. TouchPoint One A-GAME and its other contact center employee engagement solutions deliver the rich benefits of gamification through innovative design and complete, functional alignment with business processes and strategies.

About CS Week

CS Week is the premier annual educational and customer service conference that serves utility professionals at electric, gas and water/wastewater utilities across North America and around the world. CS Week provides learning and networking opportunities in support of the utility customer service lifecycle: Billing, Credit and Collections, Customer Engagement, Devices, Data & Analytics, Field Customer Service, Payments and Strategies and Management.