



## **TouchPoint One Gamification Solution Receives 2018 Contact Center Technology Award from CUSTOMER Magazine**

— A-GAME Tiki Beach sails to victory, transforming performance metrics, employee recognition, and businesses processes via breakthrough contact center gamification platform —

INDIANAPOLIS, Indiana, October 8, 2018 — TouchPoint One, the leading provider of employee engagement and performance management solutions for contact centers, announced today that TMC, a global, integrated media company, has named A-GAME Tiki Beach as a 2018 Contact Center Technology Award winner.

A-GAME is the cloud-based SaaS performance gamification solution that uses sports and other themed competitions to transform large customer contact operations into aligned, engaged, performance leaders. Tiki Beach is the new design variation added to the A-GAME experience, providing a virtual island-hopping escape to stimulate individual achievement, teamwork, coaching and recognition throughout every level of the contact center organization.

“A-GAME Tiki Beach is the latest TouchPoint One workforce engagement solution featuring innovative and effective game mechanics designed to amplify individual and collective awareness, accountability and achievement toward a united mission of outstanding sales, support and customer care,” said Greg Salvato CEO of TouchPoint One. “A-GAME continues to validate gamification’s potential to improve contact center performance and we are thrilled to be recognized with TMC’s 2018 Contact Center Technology Award.”

TouchPoint One's workforce engagement and performance management solutions maximize clients' existing assets, reduce operating costs, and boost financial results. Based on a wide range of metrics such as employee attrition, attendance, quality, customer satisfaction, sales/collections and more, A-GAME ROI is immediate, measurable, meaningful and proven. Read our latest client success [report](#) to learn more.

A-GAME integrates efficiently and securely with existing systems and data. Cloud or on-premises apps, spreadsheets, data warehouses and more combine seamlessly with data generated via A-GAME’s native workforce engagement and performance management modules to provide a complete and versatile basis for scoring, reporting, recognition and analysis.

This 13th-annual Contact Center Technology Award, presented by [CUSTOMER Magazine](#), honors vendors and technologies that have embraced technology as a key tool for customer service excellence. This award distinguishes their success as innovators, thought leaders, and market movers in the contact center and customer care industries. Results of the 2018 CUSTOMER Contact Center Technology Award will be published in [CUSTOMER Magazine](#) online.

### **Additional Information**

To learn more about the features and benefits of A-GAME Tiki Beach, visit the [TouchPoint One](#) web site and schedule a [demo](#) today. Please also follow us on Twitter [@TouchPoint\\_One](#) and on [LinkedIn](#).

### **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 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.

**TMC's CUSTOMER Magazine**

[TMC's CUSTOMER magazine](http://customer.tmcnet.com) 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.

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