



## **TouchPoint One to Present Contact Center Performance Management and Employee Engagement Solutions at CCW Winter 2019**

Award-winning Performance Dashboards, Workforce Productivity and Gamification Solutions to be Showcased January 16-18 in Nashville

INDIANAPOLIS, Indiana, January 8, 2019 — TouchPoint One, the leading provider of employee engagement and performance management solutions for contact centers, will be exhibiting its award-winning Cloud SaaS platform during CCW Winter 2019, January 16-18 at the JW Marriott, Nashville, TN.

Customer Contact Week is the largest and most comprehensive event for customer service and CX professionals with a range of engaging speakers and an up-to-the-minute agenda rooted in the people, processes and technology organizations need to deliver world-class journeys to all customers. The event will feature Jenn Lim, Chief Happiness Officer of Delivering Happiness, Vinay Mummigatti, Chief Automation Officer at LexisNexis and Valerie Egen, VP of Global Customer Engagement at Subway. The event is projected to attract over 500 executives who spearhead contact center and customer experience strategies.

TouchPoint One will be featured in the expo's Demo Drive, showcasing Acuity, the advanced performance management platform & employee engagement platform for contact centers and A-GAME *Tiki Beach*, the latest version of its proven performance gamification platform. Founded on the TouchPoint One Performance Optimization Model, Acuity facilitates the complete transformation of employee engagement and performance management so that organizations can better understand their operations, improve organizational alignment, and enhance results for employers, employees, and customers. Stop by TouchPoint One booth #319 for a personal demo and a chance to win a set of Bose QuietComfort 35 (Series II) Wireless Headphones.

To learn more about TouchPoint One, visit the [TouchPoint One](#) web site - and follow us on Twitter [@TouchPoint\\_One](#) and [LinkedIn](#). It's never too late to make plans for Nashville! Use our 20% sponsor discount code to register for CCW Winter 2019 today! **2019CWN\_TOUCHPOINT** - [Register Online Here](#)

### **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.

### **About CCW**

Started in 1999 as Call Center Week, CCW is the world's largest customer contact event series. With an optimized balance of conference and expo, CCW is the place where customer care, CX, and contact center leaders come together. In 2018 we introduced our new look as Customer Contact Week. CCW is brought to you by the Customer Management Practice – the Analyst, Advisor, and Industry Network for all things Customer Management.



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