



TouchPoint One Agent Coaching Solution Receives 2020 Contact Center Technology Award from CUSTOMER Magazine

INDIANAPOLIS, Indiana, August 5, 2020 — TouchPoint One, the leading provider of employee engagement and performance management solutions for contact centers, announced today that its Sidekick agent coaching solution has received the 2020 [TMC](#) Contact Center Technology Award from [CUSTOMER](#) Magazine.

Sidekick is an innovative coaching system that helps contact center supervisors establish consistent and productive support routines with agents and an environment in which their teams can thrive. Sidekick includes an integrated set of essential tools for front-line leaders powered by TouchPoint One's state-of-the-art Acuity business intelligence, employee engagement, and performance management platform. Robust reporting arms senior management with critical insights regarding supervisor activities, leadership effectiveness, and agent satisfaction enabling individualized support for supervisors and maximizing executive impact.

"Sidekick facilitates the supervisor support routines that are critical to effective management in a traditional office setting and indispensable to the success of Work-from-Home or geographically distributed customer contact teams," said Greg Salvato, CEO of TouchPoint One. "We are grateful to our clients for their support to develop tools that empower customer contact employees and thankful to TMC and CUSTOMER Magazine for recognizing Sidekick with this important award."

"Congratulations to TouchPoint One for being awarded a 2020 CUSTOMER Magazine Contact Center Technology Award. Sidekick has been selected for demonstrating innovation, quality and unique features that enable contact center supervisors to thrive despite the increasingly remote makeup of today's distributed workforce," said Rich Tehrani, CEO, TMC. "We're pleased to recognize their achievement."

This 15th-annual Contact Center Technology Award, presented by [CUSTOMER Magazine](#), honors vendors and technologies that have embraced technology as a critical 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.

Additional Information

For the complete list of Sidekick features, visit the [TouchPoint One](#) web site and schedule a [demo](#) today. Please also follow us on Twitter [@TouchPoint_One](#) and [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 operations solutions deliver the compelling benefits of employee dashboards, balanced scorecards, gamification, and advanced performance management through innovative design and complete, functional alignment with business processes and strategies.

About CUSTOMER magazine and TMC

Since 1982, [CUSTOMER](#) magazine (formerly Customer Interaction Solutions) has been the voice of the call/contact center, CRM and teleservices industries. CUSTOMER has helped the industry germinate,



grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through education, industry news, live events and social influence, global buyers rely on TMC's content-driven marketplaces to make purchase decisions and navigate markets. As a result, leading technology vendors turn to TMC for unparalleled branding, thought leadership and lead generation opportunities. For more information about TMC, visit <http://www.tmcnet.com>.

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