



TouchPoint One Contact Center Performance Management Platform Awarded 2021 Remote Work Pioneer Award

Acuity Performance Management, Gamification, and Agent Coaching Suite Empowers Work-from-Home Customer Contact Operations

INDIANAPOLIS, Indiana, February 4, 2021 — TouchPoint One, the leading provider of performance optimization solutions for contact centers, announced today that [TMC](#), a global, integrated media company, has named its Acuity Contact Center Performance Management Platform a 2021 Remote Work Pioneer winner. The award honors companies whose software and other solutions support the massive increase in Remote Working brought on by the Coronavirus pandemic.

Acuity is Cloud-based contact center performance management solution that synthesizes disparate systems data to fuel an integrated suite of specialized business tools including role-based dashboards, departmental and functional scorecards, digitized workflows, virtual meeting & screen share, messaging, analytics and reporting, and industry-leading gamification.

“Acuity is designed for large customer contact organizations committed to empowering the remote and hybrid workforce,” said Greg Salvato, CEO of TouchPoint One. “TouchPoint One creates modern customer contact solutions that advance the well-being and performance of employees, customers, and business and we are honored to be recognized by TMC with the Remote Work Pioneer Award.”

“Recognizing leaders in the advancement of remote working software, TMC is proud to announce TouchPoint One as a recipient of the 1st Annual Remote Work Pioneer Award,” said Rich Tehrani, CEO, TMC. “TouchPoint One is being honored for their achievement in bringing innovation and excellence to the market, while leveraging the latest technology trends.”

Acuity enables the digital transformation of performance management and employee engagement so that organizations can better understand their operations, improve organizational alignment, enhance both the employee and customer experience, and drive progressively improved financial and operational performance. Contact center leaders are drawn to Acuity for its documented record of fixing attrition, absenteeism, performance, and engagement challenges and reducing operational expense.

The 2021 TMCnet Remote work Pioneer Award will be highlighted on TMCnet news portal. Visit the TouchPoint One [web site](#) to learn more about the features and benefits of Acuity or to schedule a demo.

About TMC

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. Our in-person and online events deliver unmatched visibility and sales prospects for all recipients. Through our custom lead generation programs, we provide clients with an ongoing stream of leads that turn into sales opportunities and build databases. For more information about TMC and to learn how we can help you reach your marketing goals, please visit www.tmcnet.com.

About TouchPoint One

TouchPoint One is the leading provider of performance optimization solutions for contact centers. The Company’s Acuity product is a full-featured employee engagement and performance management platform that enables improved decision making, talent development, and process execution at every



operational level. TouchPoint One customer contact solutions deliver the compelling benefits of gamification, balanced scorecards, employee dashboards, and advanced performance management through innovative design and complete, functional alignment with business processes and strategies.

<http://www.touchpointone.com>

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