



TouchPoint One Names A-GAMESM 2016 Contact Center Performance Football Challenge Medal of Excellence Award Recipients

— Performance Gamification Solution Yields Positive Employee Engagement, Customer Experience and Business Returns for Contact Centers in Thrilling Inaugural Season —

INDIANAPOLIS, Indiana, March 3, 2016 — TouchPoint One, the leading provider of employee engagement and performance management solutions for contact centers, today announced the winners of the 2016 A-GAME Contact Center Performance Football Challenge Medal of Excellence Award. The honorees are recognized for their outstanding commitment to customer care, sales, and service delivery excellence through exemplary individual and team performance across a diverse range of business and customer experience metrics.

A-GAME is an innovative Cloud-based gamification solution that leverages structured, league-based competition to inspire, motivate, and recognize outstanding contact center performance at the individual and team levels. Instituted just after Labor Day, the A-GAME Contact Center Performance Football Challenge aligns with the National Football League's twenty week regular and post-season timetable. More than 3000 agents across 150 teams in the US and Central America supporting customers among some of the world's leading brands, including Sprint, Duke Energy, Chase, Shutterfly, Pepco, Vectren and Bluegreen Vacations, participated in the highly competitive inaugural A-GAME season for incentive rewards, league championship trophies, and the ultimate prize: the TouchPoint One Medal of Excellence.

"Earning the A-GAME Medal of Excellence requires passion, partnership and persistence," said Greg Salvato, TouchPoint One's CEO. "We are tremendously impressed with the effort, creativity and enthusiasm demonstrated by the agents, supervisors and other contact center personnel involved in this first annual A-GAME Performance Football Challenge, and we congratulate them for the substantial benefits they've delivered to their customers, fellow employees and business stakeholders."

A-GAME helps deliver on the promise of gamification by ensuring that initiatives are completely aligned with the objectives of the business itself. In addition to league championships, objective, data-driven recognition and award options for outstanding performance or improvement, most valuable or improved player, coach of the year, and other incentives can be easily configured by the organization's "league commissioner". With A-GAME, meaningful improvements in balanced scores and specific KPIs such as attendance, quality, retention, schedule adherence, utilization and sales/collections as well as the range of customer experience metrics can be achieved, measured and verified.

TouchPoint One Medal of Excellence

The TouchPoint One Medal of Excellence is the contact center industry's highest honor for outstanding performance. Uniquely data-driven, the Medal of Excellence selection methodology reflects both achievement and improvement extending across all corporate A-GAME leagues over the entire 20 week A-GAME season. The Medal of Excellence recognizes not only skill and experience, but also the ability to perform at progressively higher levels through sustained commitment, focus and effort at both the individual and team levels.

The 2016 TouchPoint One Medal of Excellence recipients are:



Agent

- Winner: Shavonda Galloway, Convergent Outsourcing – Dream Team, Atlantic City Electric (ACE)
- First Runner-up: German Ordonez, Convergent Receivables Management – Dish Network
- Second Runner-up: Susan Vaughan, Convergent Outsourcing – Red Zone Rhyders, PSE&G,

Supervisor/Team

- Winner: Vince Tierres, Convergent Outsourcing – Pepco All-Stars Pepco, Pepco
- First Runner-up: Kate Howe – “Chicago Bears”, Vectren
- Second Runner-up: Azure Evans, Convergent Outsourcing, Sprint

"A-GAME was not only fun to play, it really motivated my supervisors and agents to perform better, and I couldn't be more proud of all of them for earning this Medal of Excellence Award and special recognition from TouchPoint One," said Vince Tierres, Director at Convergent Outsourcing. "The way agents stepped up to support and encourage each other was incredible and made my job so much easier and more rewarding. The A-GAME performance challenge resulted in strong improvements in attendance, utilization, and quality, and dramatically reduced our agent turnover. We look forward to competing again this Fall!"

The 2016 TouchPoint One Medal of Excellence Award will be presented in March.

Additional Information

- For more information about TouchPoint One, A-GAME and the Medal of Excellence Award, go to http://www.touchpointone.com/product_agame.html
- To be contacted by a TouchPoint One representative about A-GAME, complete the registration form here: http://www.touchpointone.com/agate_schedule.html

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 employee engagement solutions deliver the rich benefits of enterprise gamification through innovative design and complete, functional alignment with business processes and strategies.

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