

Acuity Contact Center Performance Management Solution Vendor TouchPoint One Announces Sponsorship of Hire Dynamics Executive Forum

TouchPoint One to sponsor Hire Dynamics 2013 Atlanta Call Center Executive Forum taking place Thursday, July 18th, 2013 from 11:30am-1:30pm at Villa Christina in Dunwoody.

Indianapolis, IN ([PRWEB](#)) July 09, 2013 -- TouchPoint One, provider of the Acuity Contact Center Performance Management solution, announced today that it is the exclusive Sponsor of the Hire Dynamics 2013 Atlanta Call Center Executive Forum taking place Thursday, July 18th, 2013 from 11:30am-1:30pm at Villa Christina in Dunwoody.

During this highly informative event, TouchPoint One will showcase Acuity, its hosted (SaaS) [Contact Center Performance Management](#) solution. The forum will also feature two Hot Topics Panel discussions, to be moderated by Peter Bourke, CEO and Founder of Better Way Sales Strategies. [Contact Center](#) industry leaders will explore issues such as the impact of the Affordable Care Act and social media, share best practices for people development and key metrics and discuss top initiatives and new technologies. Attendees will leave the session armed and energized with expert insights and solutions for the critical challenges facing call centers today from some of the industry's recognized front-line leaders.

“We are truly grateful for TouchPoint One's sponsorship of our Atlanta Call Center Executive Forum,” said Dan Campbell, CEO of Hire Dynamics. “Based on a common customer, Convergent, we understand first-hand how Acuity can help improve operations, reduce agent turnover and enhance customer satisfaction. Although Acuity delivers value on all operational levels, what impresses us most is how elegantly it fuses analytics, management and communications tools to vastly simplify and streamline daily workflows. I believe this is one of the primary reasons why Acuity is gaining in popularity within the contact center community.”

Acuity provides a single, web-based source for all of the information, KPIs and business logic (including balanced scorecard) vital to measuring and assessing agent, team or contact center-wide performance. Acuity can eliminate reliance on inflexible, labor intensive spreadsheets and streamlines performance analytics to save time and help make the entire operation more effective and efficient. Coaching, quality monitoring, ESAT and quizzing modules are fully integrated along with personalized dashboards that enable delivery of intelligence at any operational level. Acuity integrates native communications capabilities including chat and messaging to ensure fluid interaction among the contact center team to promptly address challenges and capitalize on success.

“Hire Dynamics provides extraordinary staffing solutions to the [contact center](#) industry by investing deeply in the people that comprise their talent pool,” said Gregory Salvato, CEO of TouchPoint One. “Their personnel will be the first to tell you that Dan and his team are devoted to their professional and personal fulfillment and in this mission, TouchPoint One is similarly committed. Acuity enables agents, supervisors, managers and other contact center staff to reach progressively greater levels of performance and productivity through a single, cohesive intelligence and command center. We are honored to support this exceptional industry forum.”

For more information about the Acuity [Contact Center Performance Management](#) System, go to www.touchpointone.com.

About TouchPoint One, LLC



TouchPoint One, LLC provides innovative enterprise performance management solutions to the world's leading contact centers. Founded by veteran call center executives, TouchPoint One is committed to delivering solutions that empower agents and managers, increase customer satisfaction and loyalty and maximize business performance. The Company's Acuity product is a hosted software solution (SaaS) that enables clients to leverage disparate systems data to measure, report, analyze and derive actionable intelligence across every facet of the contact center operation. Acuity helps successful organizations improve employee performance, operational efficiency, customer satisfaction and financial results while reducing compliance, legal and other business risk.

About Hire Dynamics

Hire Dynamics is the largest staffing provider in Gwinnett County and second largest in Atlanta for contact/call centers (regularly staffing over 60 centers), manufacturing facilities, logistics/e-commerce operations, and office positions. Hire Dynamics operates out of eight offices with an additional 16 on-site locations. Our placements range from short-term contract to high volume direct hire. We put over 3,200 people to work every day and in 2012 placed over 1,200 Hire Dynamics associates in full-time positions with our clients. Among Hire Dynamics' numerous recent awards and accolades include being named a Top 5 "Best Staffing Firms to Work For in the U.S." (Out of 10,000) for four years in a row (Staffing Industry Analyst) and the Winner of Inavero's 2013 "Best of Staffing" award voted on by both our clients and talent – Hire Dynamics received a Net Promoter Score (NPS) of twice the industry average, ranking in the top 1% in the industry and Five-time Pacesetter Award winner for being among Atlanta's top growth companies (Atlanta Business Chronicle).

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Contact Information

Gregory Salvato

TouchPoint One, LLC

<http://www.touchpointone.com>

732-266-1877

Guy Gray

TouchPoint One, LLC

<http://www.touchpointone.com>

770-402-1041 na

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