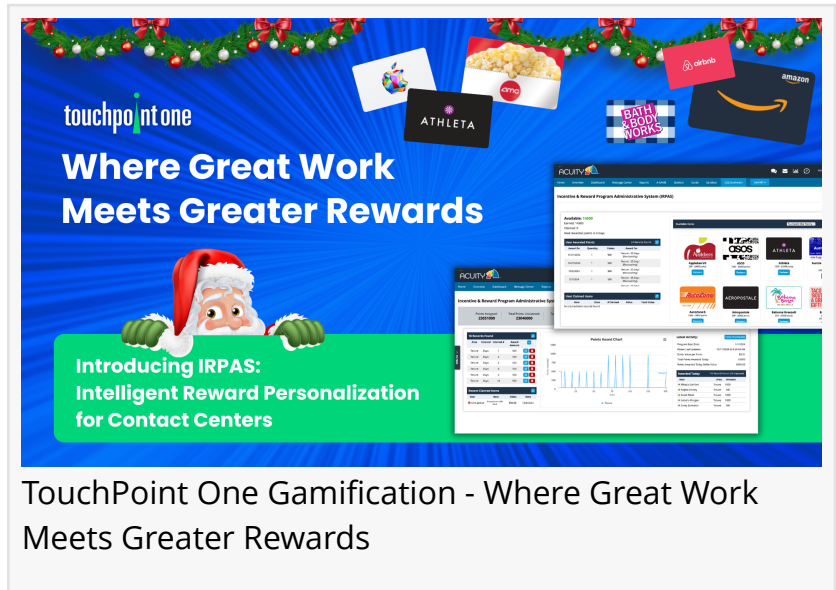


TouchPoint One Unveils Enhanced Enterprise Gamification Suite with New Incentive & Reward Program Administration System

— *Comprehensive Platform Enhancement Delivers Industry's Most Advanced Employee Recognition and Performance Management Solution for Contact Centers* —

INDIANAPOLIS, IN, UNITED STATES, December 17, 2024 / EINPresswire.com/ -- TouchPoint One, the leading provider of [contact center employee engagement](#) and performance management solutions, today announced significant enhancements to its enterprise [gamification](#) platform with the introduction of IRPAS (Incentive & Reward Program Administration System).



This latest innovation complements TouchPoint One's comprehensive gamification suite, which includes the industry-leading A-GAME Leagues and A-GAME Flex solutions.

“

What sets TouchPoint One apart is our ability to deliver a complete spectrum of gamification options that can be precisely tailored to any contact center's unique needs.”

Greg Salvato, CEO of TouchPoint One

The enhanced platform represents a complete reimagining of how contact centers can deploy, manage, and optimize reward and recognition programs. IRPAS introduces milestone-driven incentives, predictive analytics for reward forecasting, and instant digital fulfillment capabilities.

This innovative approach enables organizations to create dynamic, sustainable recognition programs that adapt to both individual achievement patterns and organizational

budgets.

"Contact centers today require more than just basic gamification tools – they need intelligent systems that can predict, measure, and optimize the impact of recognition programs," said Greg Salvato, CEO at TouchPoint One. "Our enhanced gamification suite, now featuring IRPAS, transforms traditional reward programs into strategic performance drivers by combining milestone-based achievement paths with real-time analytics and instant digital fulfillment."

Key Features of the Enhanced Gamification Suite:

IRPAS (New) – Incentive and Reward Program Administration System

- Intelligent credit distribution system with milestone-based rewards and flexible intervals
- Automated credit calculations based on KPIs, behavioral metrics, milestones, and engagement indicators
- Sophisticated forecasting tools with real-time budget impact analysis
- Role-specific program customization with multi-catalog reward options
- Seamless integration with Tango Card for instant digital reward fulfillment
- Comprehensive analytics dashboard tracking program ROI and upcoming reward liability
- Multi-year program tracking with historical analysis and trend reporting

A-GAME Leagues

- Fantasy sports-inspired team competition platform
- Executive engagement through A-GAME Xtreme
- Automated tournament organization with playoffs and championships
- Performance-based scoring aligned with business objectives

A-GAME Flex

- Rapid deployment of targeted gamification initiatives
- Customizable competition formats for individuals and teams
- Real-time performance tracking and recognition
- Intelligent reward and recognition allocation system

The enhanced platform is fully integrated with TouchPoint One's Acuity Contact Center Performance Management platform, providing a unified solution for performance management, quality assurance, workforce coaching, and gamification. This integration ensures that gamification initiatives are directly tied to operational metrics and business outcomes.

"What sets TouchPoint One apart is our ability to deliver a complete spectrum of gamification options that can be precisely tailored to any contact center's unique needs," continued Salvato. "From fantasy sports-inspired leagues to on-demand challenges and sophisticated reward programs, our platform provides the tools needed to create engaging, productive, and measurable employee experiences."

Availability

The enhanced gamification suite, including IRPAS, is available immediately as an upgrade for current Acuity platform licensees. For more information about TouchPoint One's gamification solutions or to schedule a demo, visit the TouchPoint One website at www.touchpointone.com.

About TouchPoint One

TouchPoint One is the leading provider of employee engagement and performance management solutions for contact centers. The company's Acuity platform delivers innovative software applications that improve employee engagement, decision-making, CX intelligence, and business results. With TouchPoint One, contact centers achieve peak performance and provide exceptional customer experiences through employee engagement and informed, collaborative decision making.

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