

ETHOSIQ RECEIVES 2018 CONTACT CENTER TECHNOLOGY AWARD FROM CUSTOMER MAGAZINE

ethosIQ's patented BPO Optimizer honored for improving customer service technology and improving the customer experience.

Houston, Texas— *ethosIQ*, a data analytics solutions provider, announced today that *TMC*, a global, integrated media company, has named BPO Optimizer as a 2018 Contact Center Technology Award winner, presented by *CUSTOMER magazine*.

BPO Optimizer is an application that provides a comprehensive, multi-vendor overview of business outsourcing efforts. The BPO Optimizer application sparks a conversation around productivity and reasonable expectations for companies' outsourced vendors. The BPO Optimizer features are unique in that ethosIQ consolidates multiple vendors into one easy-to-read, real-time report. This application is meant to increase efficiencies and revenue, improve support and service and drive down operating expenses.

"I am ecstatic that BPO Optimizer has been awarded 2018 Contact Center Technology Award from CUSTOMER Magazine," said Scott Walker, ethosIQ CEO. "In my 20 plus years of experience, I haven't seen anything like this on the market. This solution is built to allow organizations to physically see where their outsourced investments are going and how they are performing."

"Congratulations to ethosIQ for being awarded a 2018 CUSTOMER Magazine Contact Center Technology Award. BPO Optimizer has been selected for demonstrating innovation, quality and unique features which have had a positive impact on the customer experience," said *Rich Tehrani*, CEO, TMC. "We're pleased to recognize their achievement."

This 13th-annual Contact Center Technology Award, presented by *CUSTOMER Magazine*, honors vendors and technologies that have embraced technology as a key 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.

Results of the 2018 CUSTOMER Contact Center Technology Award will be published in *CUSTOMER Magazine* online.

About ethosIQ

Headquartered in Houston, Texas, *ethosIQ's* cloud and premised-based software has delivered business intelligence to multinational corporations and government agencies since 2009. ethosIQ's award-winning software collects, correlates and presents data from multiple disparate systems, empowering organizations to make informed, real-time decisions. ethosIQ software solutions provide analysis and actionable insights that enable enterprise and government organizations to deliver better customer experience while ensuring operational efficiencies and maximizing technology investments. We provide the data that enables decisions in minutes, not days or weeks.

For more information, call (281) 616-5711 or (888) ethosIQ™, e-mail media@ethosiq.com or visit <https://ethosiq.com/>

About CUSTOMER

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 a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. *Please visit <http://www.customer.tmcnet.com>.*

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. As a result, leading technology vendors turn to TMC for unparalleled branding, thought leadership and lead generation opportunities. Our [in-person](#) and [online](#) events deliver unmatched visibility and sales prospects for all percipients. Through our custom lead generation programs, we provide clients with an ongoing stream of leads that turn into sales opportunities and build databases. Additionally, we bolster brand reputations with the millions of impressions from display advertising on our news sites and newsletters. Making TMC a 360 degree marketing solution, we offer comprehensive event and road show management services and custom content creation with expertly ghost-crafted blogs, press releases, articles and marketing collateral to help with SEO, branding, and overall marketing efforts. For more information about TMC and to learn how we can help you reach your marketing goals, please visit www.tmcnet.com and follow us on [Facebook](#), [LinkedIn](#) and [Twitter](#), [@tmcnet](#).