

Press Release

CallMiner Wins 2016 PACE Technovation Award

PACE Recognizes CallMiner with Award for Eureka 10 Customer Engagement Analytics Solution.

Waltham, MA – April 13, 2016 – [CallMiner](#), the leader in speech and customer engagement analytics solutions, has received the 2016 Technovation Award from PACE, the Professional Association for Customer Engagement for its Eureka 10 Omni-channel Customer Engagement Analytics platform.

“Customer engagement analytics is among the emerging technologies that is no longer just a “nice to have” but an essential technology to achieve optimal performance and compliance in contact center environments,” says PACE Chairman Michael Rauscher. “CallMiner is a leader in customer engagement analytics and well-deserving of the 2016 PACE Technovation Award,” Rauscher continues.

“We are particularly honored to be a recipient of the 2016 Technovation Award from PACE,” says CallMiner CEO Terry Leahy. “Both CallMiner as an analytics leader and Eureka as a customer engagement analytics solution are extremely well aligned with PACE’s commitment to the advancement of businesses that engage customers through multiple communications channels. As our customers continue to teach us, the ways in which consumers communicate with brands is ever-evolving and CallMiner continues to enrich its offering to empower our customers to improve their customers’ experience throughout the entire journey,” Leahy says.

CallMiner [Eureka](#) enables organizations to monitor and analyze 100% of customer interactions from any channel – phone, email, text, chat, and social media. CallMiner’s latest release provides measurement of key performance indicators such as customer satisfaction, across the entire customer journey. Analysis provides insights that allow companies to optimize outcomes -- whether that means answering a question, solving an issue, or completing a sale or collection recovery. Eureka also helps companies maintain [compliance](#) with key regulations such as the FDCPA and the TCPA.

About CallMiner

CallMiner believes that resolution is the fundamental driver of positive customer experiences. When contact center agents and others responsible for customer engagement are enabled by insight and feedback in real-time, they can dramatically improve the rate and speed of positive outcomes. With the tagline “Listen to Your Customers, Improve Your Business” our goal is to help companies automate the overwhelming process of extracting insight from phone calls, chats, emails and social media to dramatically improve customer service and sales, reduce the cost of service delivery, mitigate risk, and identify areas for process and product improvement. Highlighted by multiple customer achievement awards, CallMiner has consistently ranked number one in customer satisfaction, including recent surveys conducted by DMG Consulting and Ovum. For more information, please contact CallMiner at (781) 547-5666, or visit www.callminer.com.

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About PACE

PACE is the Professional Association for Customer Engagement. PACE is the only non-profit trade organization dedicated exclusively to the advancement of companies that use a multi-channel approach to engaging their customers, both business to business and business to consumer. These channels include contact centers, email, chat, social media, web and text. While our Association was founded on contact center operations, technology that fuels these centers and businesses that use these services, we recognize that the digital transformation has forever changed the way in which our member companies engage their customers. **We are passionate about growing businesses by improving the customer experience at the point of engagement.**