

**ULYSSES LEARNING NAMED AS FINALIST IN
2017 STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE**

11th annual awards will be presented on February 24 in Las Vegas

NEW YORK, NY – January 20, 2017 – Ulysses Learning was named a Finalist today in the **Customer Service or Call Center Training Practice of the Year** category in the 11th annual [Stevie® Awards for Sales & Customer Service](#), and will ultimately be a Gold, Silver, or Bronze Stevie Award winner in the program.

The awards are presented by the Stevie Awards, which organizes seven of the world’s leading business awards shows including the prestigious International Business Awards and the Stevie Awards for Great Employers.

The final results will be announced during a gala banquet on Friday, February 24 at Caesars Palace in Las Vegas, Nevada. Finalists from the U.S.A. and several other nations are expected to attend.

More than 2,300 nominations from organizations of all sizes and in virtually every industry were evaluated in this year’s competition, an increase of 10% over 2016. Finalists were determined by the average scores of 77 professionals worldwide, acting as preliminary judges. Entries were considered in 61 categories for customer service and contact center achievements, including Contact Center of the Year, Award for Innovation in Customer Service, and Customer Service Department of the Year; 53 categories for sales and business development achievements, ranging from Senior Sales Executive of the Year to Sales Training or Business Development Executive of the Year to Sales Department of the Year; and categories to recognize new products and services and solution providers.

“Our clients’ success motivates us to continue to raise the bar in providing unsurpassed training and ongoing performance improvement solutions for contact center customer service, sales and coaching professionals,” noted Dina Vance, Senior Vice President and Managing Director North America for Ulysses Learning.

Ulysses Learning officials are honored to be recognized for recently receiving a U.S. patent for its “Overlay Modeling” software system. The system transformed the way computer-based training is developed and has been cited by Microsoft, IBM, and Reuters

as being foundational to the development of several of their own innovative software products.

Also in 2016, Ulysses' *ServiceMentor*®, simulation-based e-Learning software which builds emotional intelligence in contact center agents, was further enhanced by an innovative web-based coaching support system and truly revolutionary (and fun!) online, interactive game-based *SkillBuilder*™ tool.

“This year’s first-round judges were treated to many inspiring stories of sales, customer service and business development success around the world,” said Michael Gallagher, president and founder of the Stevie Awards. “We look forward to announcing the results at the awards gala in Las Vegas next month.”

About Ulysses Learning

Ulysses Learning was founded in 1995 as a joint venture with Northwestern University’s Learning Sciences department and continues to bring clients new, innovative enhancements to its industry-leading training. Contact centers achieve profound business results, ahead of schedule, with Ulysses Learning’s artful blend of patented simulation-based e-learning, facilitated exercises, coaching and tools, that *redefine* the way customers are cared for and *transform* customer service, sales and coaching cultures.

Ulysses has the only training proven to build emotional intelligence or “EQ” so that *Judgment@Work*™ can be confidently, consistently, and expertly applied on every call.

Begin your contact center transformation now. Phone 800-662-4066 or visit www.ulysseslearning.com to get started.

About The Stevie Awards

Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards, The International Business Awards, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 entries each year from organizations in more than 60 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com.

Sponsors and supporters of the 11th annual Stevie Awards for Sales & Customer Service include Sales Partnerships, Inc. and ValueSelling Associates, Inc.

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