



4/2009 – December 18, 2009

Dear Readers,

Welcome to the last 2009 issue of the InVision InSight newsletter.

As a member of the Society of Workforce Planning Professionals organisation (SWPP), InVision shares thought leadership and expert knowledge with other people working in the workforce management sector. Every week, SWPP issues the "Tip of the Week" which discusses problems, thoughts and ideas with regard to workforce management. The latest tip can be viewed at <http://www.swpp.org/tip.html>. By registering at <http://www.swpp.org/tiprequest.html>, you will get the latest "Tip of the Week" on a regular basis. If you have a tip you would like to share with WFM practitioners, you can send it to: vicki.herrell@swpp.org. If your tip will be published, SWPP will return the favour by presenting you with a polo shirt. Members of SWPP also have access to the comprehensive "Tip of the Week" archive. For more information about the organisation, please visit SWPP's website at www.swpp.org.

We wish you a Merry Christmas and a happy New Year 2010.

Regards,
The Editorial Team of InVision InSight

InVision Company News

InVision Customer Meeting – Review

From September 30 to October 1, 2009, the annual InVision customer meeting took place. This year, InVision invited the participants to Krickenbeck Castle, Nettetal, and presented new features as well as known modules of InVision Enterprise WFM. The focus of the meeting with more than 50 participants, however, was on the active exchange with other users and InVision representatives. One of the highlights was the exciting Criminal Dinner show at September 30 where our customers actively supported the actors ensemble with its investigations.

Customer News

Dependable HomeTech Optimises Workforce Management with InVision Software On Demand

Dependable HomeTech (DHT), a Canadian based provider of technology support services for residential and business customers, has selected InVision Enterprise WFM for optimising the scheduling of its call centre agents. By implementing the state-of-the-art technology from InVision Software, DHT aims for improving the efficiency of its disparate service departments. This will result in a better service at the appropriate times for its customers and a significant reduction in labour costs. InVision is providing its solution on an ASP (Application Service Providing) basis meeting DHT's needs of a robust and cost-effective implementation.

[more](#)

Quick Service Restaurant Chain Vapiano: Optimised Staff Scheduling with Workforce Management by InVision Software

Vapiano SE, an internationally operated quick service restaurant chain, will optimise the deployment of around 750 employees of the 15 Vapiano-owned restaurants across Germany with InVision Enterprise WFM from InVision Software. The employees will be scheduled for several activities in the kitchen, for service, cash points and cleaning. By centrally controlling the workforce management for all 15 restaurants from the site in Bonn, complemented by fine-tuning at the local sites, Vapiano intends to ensure optimal efficiency, excellent service quality and therefore high customer satisfaction.

[more](#)

Product News

InVision Software and DMG Consulting Present Free White Paper: Building a Multi-Channel Contact Centre in the Era of Social Networking

InVision Software and DMG Consulting, an independent research, advisory and consulting firm for the contact centre market, offer a free white paper on best-practices for managing real multi-channel contact centres. The downloadable guide discusses the impact of social networking and other alternative channels on contact centre operations, reviews the technology requirements for the contact centre of the future and gives practical advice on forecasting and scheduling in multi-channel environments.

The free white paper is available for download at: [download](#)

Customers' Questions – InVision's Answers

How can planners find replacement employees when staff members cannot perform their scheduled shifts?

This functionality is available via the Shift Centre module which enables planners to view and manipulate employee's schedules for different planning units within an organisation. If one of the company's employees has an unplanned absence due to sickness, InVision Enterprise WFM can recommend a replacement employee either for one activity or shift within the day or for a replacement employee who can perform all the shifts and activities for the entire day. The system takes into account all the regulations to make sure that the change in schedule does not have an impact on the company's specific planning constraints.

How can shifts be swapped?

There are two ways to swap shifts within InVision Enterprise WFM – either with or without employee involvement: The first way is the shift swapping feature offered by the module Infothek Interactive Schedule, an application which enables employees to view and maintain their schedules. Using the menu item 'Shift Exchange', the employee can view all available shifts which are on offer to be exchanged. He or she can also submit his/her own shifts for exchange and accept exchange requests if necessary. The organisation can determine whether these exchanges should be approved by a manager before they become valid.

Workforce Management by InVision Software: Spanish Consumer Electronics Store Chain PC City Improves Service by Optimising Staff Schedules to Match Customer Footfall

PC City, Spain's leading specialist PC retailer, has selected the software solution InVision Enterprise WFM for demand-oriented scheduling of its 1,300 employees. The system, from InVision Software will be implemented at all 32 Spanish PC City stores as well as at the central service call centre by the end of 2009. The retailer aims to achieve efficient staff scheduling by matching staffing with actual customer traffic and its fluctuations.

[more](#)

Call Centre of WDR mediagroup Received TÜV Certificate – Workforce Management with InVision Software Boosts Employee Satisfaction

The WDR mediagroup dialog GmbH, Cologne, has received the QMCC (Qualitymaster Communication Centre) certificate by TÜV Rheinland, an independent organisation providing audits and technical services for developing safe and sustainable solutions. The QMCC certificate is a practical quality standard especially developed for call centres. Besides excellent performance ratings in the test ranges quality, economic efficiency, range of services, communication channels, customers' requirements, consumers and end costumers, the call centre also achieved high marks regarding employee satisfaction. These are, among other things, attributable to the demand-oriented employee scheduling process of WDR mediagroup dialog taking into account the availability and working time requests of the agents. The call centre uses the workforce management system of InVision Software.

[more](#)

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By unsubscribing, you will not incur any expenses except for the cost of communicating your decision. This expense depends on the rate of the provider handling the chosen form of communication.

The second option can be carried out by the planner within the Shift Centre module. In the relevant context menu, an accordant exchange partner can be searched. Moreover, the planner can define specific parameters that must be adhered to in order to find the replacement employee (e.g. those employees who are not scheduled to work on this date).

Case Study: MANOR – Retailer

Staff Scheduling According to Customer Flow: Swiss Department Store Chain Manor Increases Customer Service and Productivity with InVision Software

Manor, Switzerland's largest department-store chain with a market share in excess of 50%, uses the InVision Enterprise WFM solution of Invision Software for the demand-oriented scheduling of about 8.000 employees. This way, the retailer was able to increase customer service and staff productivity while taking into account working-hour requests and availability of its employees. Moreover, the planning effort was reduced by approximately 40%.

The free case study is available for download at:

[download](#)

Events

[Call Center World](#)
9 – 11 February 2010
Berlin – Germany

[EuroCIS](#)
2 – 4 March 2010
Duesseldorf – Germany

[Relation Clients by SeCA](#)
16 – 18 March 2010
Paris – France

[Callcenter i Fokus Konferens](#)
17 – 18 March 2010
Stockholm – Sweden

Feedback

For questions, ideas or comments about our newsletter, please send an email to newsletter@invisionwfm.com.

To find out more about InVision Enterprise WFM and our company, please send an email to info@invisionwfm.com.

Visit our website at: www.invisionwfm.com.

Imprint

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