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1/2011 – 29th April, 2011

**Dear Readers,**

Welcome to the first issue of the **InVision InSight** newsletter in 2011.

This year has started with lots of news for us – after a successful close to fiscal 2010, InVision revealed its new product offering iwfm.com at numerous trade shows. At the same time, the new corporate logo was introduced – from now on it will always appear in the top right corner of each newsletter issue. By establishing a strategic partnership with The Call Center School, the industry's leading training and education company from the US, InVision is going to expand its user support and training programmes in the future. Last but not least, InVision Software has received the 2010 Product of the Year Award from the US trade magazine Customer Interaction Solutions.

We wish you a great time while reading and clicking. We are looking forward to receiving your feedback, ideas and questions concerning our newsletter – your opinion is very important to us! Please send an email to **newsletter@invisionwfm.com**.

Regards,
The Editorial Team of **InVision InSight**

## Product News

**iwfm.com – Workforce Management "in the Cloud"**
This spring, InVision's new product offering iwfm.com premiered at various trade shows. Customers will now be able to use InVision's products as Software as a Service (SaaS), without initial investment in expensive hardware or software. By simply going online, they can access all functionalities, just by paying a monthly fee – without any investment costs. Furthermore, the implementation period of InVision's SaaS solution can be significantly reduced, compared to conventional WFM projects.

For more information on our new cloud offering,
please send us an email to: **info@invisionwfm.com**

## Company News

**Successful Close to Fiscal 2010**
With the release of its annual report, InVision Software AG has confirmed the preliminary figures that had been projected for fiscal year 2010: Revenues increased by 34 percent from EUR 12.0 million in 2009 to EUR 16.0 million in 2010. EBIT improved from EUR -7.0 million in 2009 to EUR 1.1 million in 2010. The consolidated result also turned positive, rising from EUR -4.5 million in 2009 to EUR +1.0 million in 2010.
**more**

**Benchmark Study Investigates Challenges and Best Practices for Workforce Management in Contact Centres**
In cooperation with DMG Consulting, a North American consulting company, InVision Software published the benchmark study "The Winning Staffing Formula". On the one hand, this study reveals the results of a survey conducted among 230 international decision makers in contact centres. On the other hand, it gives recommendations on how best to meet everyday workforce management challenges in order to achieve scheduling performance goals.

The free white paper is available for download at:
**download**

## Events

**Call Center Innovations Tour 2011**
For the fifth year in a row, ASC, Crealog and InVision, experts in call centre technologies, invite visitors to the Call Center Innovations Tour (CCIT). CCIT is a one-day road show event presenting the latest technologies on the call centre market. At the core of the event, customers will report on their experiences of process optimisation in contact centres, e.g. quality monitoring, staff scheduling or speech analytic systems. Besides the presentations there will be plenty of time to network with other professionals and to have a look at the products and solutions being showcased in the exhibition area. This year, the tour will stop at London (UK), Vienna (Austria), Zurich (Switzerland), Hamburg, Essen and Munich (Germany).

You are cordially invited to register **here**.

**Free Webinar: "Four Things to Reconsider about Workforce Management in 2011"**
On April 26th, InVision Software and Penny Reynolds, Founding Partner of The Call Center School, presented a free webinar at **www.crmxchange.com**. The one-hour webcast "Four Things to Reconsider about Workforce Management in 2011" is focused on getting the right number of resources in place at the right time.

You can watch the recorded version **here**.

## Partner News

**InVision Software Announces Strategic Partnership with The Call Center School**
InVision Software agreed on a strategic partnership with The Call Center School, the industry's leading training and education company from the US. In an effort to expand its user support and training programmes, InVision will partner with The Call Center School to provide workforce management and other call centre operational training to support its workforce management software solutions.
**more**

## Quality Excels – Current Awards

**InVision Software Receives Product of the Year Award**
InVision Software has received the "2010 Product of the Year Award" from Technology Marketing Corporation's (TMC®) Customer Interaction Solutions magazine, the leading US publication covering CRM, call centres and teleservices. "InVision Software was granted a 2010 Product of the Year Award for its achievement in advancing contact centre technologies. InVision's WFM solution has demonstrated excellence as well as provided ROI for the companies that use it," said Rich Tehrani, CEO, TMC.
**more**

## Upcoming Events

**CCIT – Call Center Innovations Tour 2011**
**3 May**
Hamburg – Germany

**5 May**
Essen – Germany

**10 May**
Zurich – Switzerland

**11 May**
London – UK

**12 May**
Munich – Germany

**7 June**
Vienna – Austria

**Call Center dagene 2011**
**3 – 4 May**
Oslo – Norway

**NECCF Vendor Expo**
**7 June**
Foxboro, Massachusetts – USA

**Webinars**
**9 June**
CallCentreHelper.com – UK

**23 June**
CRMXchange.com – USA

## Customer News

**NHS Business Services Authority Nominated for the 2011 Customer Contact Innovation Awards**
The NHS Business Services Authority is part of the UK Department of Health, and an InVision customer since 2008. At this year's Customer Contact Innovation Awards, organised by the Professional Planning Forum, the organisation made it to the finals. By implementing InVision's workforce management solution the staff planning and scheduling processes in the NHSBSA contact centres became far more flexible. The result is not just highly motivated agents that benefit from a better work-life balance, but also £150,000 recorded annual cost-savings.
**more**

**Workforce Management Professional of the Year – InVision's Customer Among Finalists**
This year, the Society of Workforce Planning Professionals (SWPP) will again honour the "Workforce Management Professional of the Year". Among the five award finalists is Greg Samos of Computershare, customer of InVision Software since 2008. Greg Samos serves as Manager Workforce Planning for Computershare Worldwide, which has 2,000 agents in six locations worldwide. Greg manages WFM for three sites and 400+ agents and has 10 years of experience in workforce management.

For more information on this year's finalists, please click **here.**

## Feedback

For questions, ideas or feedback on our newsletter, please send an email to **newsletter@invisionwfm.com**.

To find out more about our solutions and our company, please send an email to **info@invisionwfm.com**.

Visit our website at: **www.invisionwfm.com**.

## Imprint

This newsletter is a free service of InVision Software AG, Halskestrasse 38, 40880 Ratingen, Germany,
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