



2/2011 – 5th July 2011

Dear Readers,

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

When using our software solution, have you ever wondered if there are tips for simplifying a certain process? Are there any application areas that you simply don't use because you don't know how to use them? Is there anything that you always wanted to ask? **InVision InSight** not only intends to provide you with news on InVision, but also to provide you with answers regarding questions that arise while using our product. We are also looking forward receiving your feedback on our newsletter: Is there anything you would like to see in **InVision InSight**?

Get involved and send us your personal questions, your feedback and ideas via email: newsletter@invisionwfm.com. We will be pleased to address your input in the upcoming editions of **InVision InSight**.

We hope you enjoy our newsletter and look forward to receiving your feedback!

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

Company News

Record Figures for the First Quarter of 2011

InVision Software AG confirmed the preliminary figures for the 1st quarter of 2011 which had been published in mid-April. InVision Software reported 29 percent higher quarterly revenues, climbing from EUR 2.9 million in the first quarter of last year to EUR 3.7 million in the first quarter of this year, and posted 1st quarter EBIT of EUR 0.1 million after sustaining a EUR 1.3 million loss in the 1st quarter of 2010. [more](#)

InVision Acquires The Call Center School in the USA

The North American subsidiary of InVision has acquired the industry-leading, US-based training and education company The Call Center School LLC. In the course of the acquisition, The Call Center School (TCCS), including all employees, will be entirely incorporated into InVision USA. Within the next 12 months, the TCCS training programme will be integrated into the internationally available product portfolio of the InVision Group. [more](#)

Changes to the Board of Directors as of 1st July 2011

The Supervisory Board of InVision Software AG has appointed Armand Zohari as an additional member of the Board of Directors from 1st July 2011. Armand Zohari is one of the founders of InVision Software and until now has held the position of Executive Vice President for global sales. Matthias Schroer has left the Board of Directors on his own request and on amicable grounds at the end of June 2011. Moreover, Peter Bollenbeck's appointment as CEO has been extended. [more](#)

White Paper: Save up to 40% Staff Costs Using Workforce Management in the Back-Office

In cooperation with DMG Consulting, a North American consulting company, InVision Software published the white paper "Improving Back-Office Productivity and Quality with Workforce Management". Deploying an efficient workforce management (WFM) in the back-office can lead to 10-40% cost savings. Find out more about the aspects to be considered when deploying WFM in the back-office, and the common pitfalls. The free white paper is available for download here: [download](#)

Product News

InVision Joins the Cisco Developer Network

InVision Software joined the Cisco Developer Network as a Registered Developer within the Unified Communications technology category. In addition, InVision's WFM software solution has successfully completed interoperability testing with Cisco Unified Contact Center Enterprise [UCCE] version 7.5. [more](#)

Quality Excels – Current Awards

Nomination for the 2011 European Business Awards

InVision Software is nominated for this year's European Business Awards. InVision Software convinced the international, top-class expert jury and will now compete for a coveted „Ruban d'Honneur“, as one of Europe's brightest businesses. This year, more than 15,000 companies from 30 countries submitted their application. As one of 25 organisations, InVision Software was selected to represent Germany. [more](#)

Upcoming Events

[swiss contact day 2011](#)

15 September
Bern – Switzerland

[Forum Banca 2011](#)

27 September
Milan – Italy

Feedback

For questions, ideas or feedback on our newsletter, please contact us at newsletter@invisionwfm.com.

To find out more about our solutions and our company, please contact us at info@invisionwfm.com.

Visit our website at: www.invisionwfm.com.

Imprint

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