



1/2011 – 29 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 right top corner of each newsletter issue. By establishing a strategic partnership with The Call Center School, the industry's leading training and education company, InVision is going to expand its user support and training programs in the future. Last but not least, InVision Software has received the 2010 Product of the Year Award from TMC 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 paying a user 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 Centers

In cooperation with DMG Consulting, InVision Software published the benchmark study “The Winning Staffing Formula”. In the first part this study reveals the results of a survey conducted among 230 international decision makers in contact centers. In the second part it gives recommendations on how to meet best the everyday workforce management challenges in order to achieve satisfying scheduling performance.

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

Events

Call Center Innovations Tour 2011

The fifth year in the series, ASC, Crealog and InVision Software, experts in service center technologies, invite visitors to the Call Center Innovations Tour (CCIT). CCIT is a one-day road show event presenting the latest technologies in the call center market. At the core of the event, customers will report on their experiences in terms of integrated process optimization in contact centers, e.g. regarding quality monitoring, staff scheduling or speech dialogue systems. Besides these presentations there will be enough 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).

[more](#)

Free Webinar: “Four Things to Reconsider about Workforce Management in 2011”

On April 26, 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 entered into a strategic partnership with The Call Center School, the industry's leading training and education company. In an effort to expand its user support and training programs, InVision will partner with The Call Center School to provide workforce management and other call center 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 centers and teleservices. "InVision Software was granted a 2010 Product of the Year Award for its achievement in advancing contact center 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

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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.

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, organized by the Professional Planning Forum, the organization made it to the finals. By implementing InVision's workforce management solution the staff planning and scheduling processes in the NHSBSA contact centers 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 honor 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

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