



2/2009 - 1 July 2009

Dear Readers,

Welcome to the premier issue of the **InVision InSight** newsletter.

Each quarter, we will bring you news and information about InVision Software, our products and selected customer projects, as well as upcoming events.

Your opinion is very important to us. For questions or ideas concerning our newsletter, please send an email to [newsletter@invisionwfm.com](mailto:newsletter@invisionwfm.com).

We particularly look forward to receiving your feedback on the section **Customers' questions – InVision's answers**.

Regards,

The Editorial Team of **InVision InSight**

## Company News of InVision

### Call Centre Innovations Tour 2009: A huge success

The third year in series, ASC, InVision Software, Living-e and Sympalog, experts in service centre technologies, extended the invitation to the „Call Centre Innovations Tour“ in May 2009. This year, the tour stopped at Duisburg, Hanover and Ingolstadt in Germany, as well as in Vienna, Austria, and in Zurich, Switzerland. Further events in Europe are already planned for the second half-year of 2009.

[Watch our website for new event dates.](#)

### InVision Software Establishes New Branch

With the founding of the holding company InVision Consulting International GmbH, InVision Software AG establishes a new branch for strategic labour management consulting. In the course of building the new consulting branch, the holding company has acquired the majority stake of 51 per cent in the operational business of the North-American consulting company Core Practice Partners LLC, with retroactive effect from 2 January 2009.

[more](#)

## Customer News

### MANOR: Staff Scheduling to Match Customer Footfall

Manor, Switzerland's biggest department store chain, uses InVision Enterprise WFM from InVision Software for demand-oriented scheduling of about 8,000 employees. Using this tool, the retailer was able to increase customer service and staff productivity while taking into consideration the working time preferences and availability of employees. Effort spent on planning was also reduced by about 40 percent.

[more](#)

### arvato services: Multi-site Workforce Management

arvato services, a market leading service provider for effective solutions in the fields of customer communication, financial services and supply chain management, uses the workforce management solution InVision Enterprise WFM of InVision Software for the demand-oriented multi-site staff scheduling of seven interconnected international service centres. This way, the complexity of staff planning as well as idle times could be reduced while productivity and efficiency of the service centres were significantly increased.

[more](#)

### ZLB Plasma:

#### Demand-oriented Scheduling of 4,500 Employees

ZLB Plasma, headquartered in Boca Raton, Florida (USA), is now efficiently managing its workforce with the support of the software solution InVision Enterprise WFM. Thus, the about 4,500 employees working in the more than 60 plasma centres in the USA can be scheduled in a demand-oriented way. ZLB Plasma is a division of the pharmaceutical company CSL Behring and one of the largest collectors of human plasma worldwide.

[more](#)

## Product News InVision Enterprise WFM

### Now available: The New Release 4.7!

Starting today, the new version 4.7 of InVision Enterprise WFM is shipped out. The new software release is available as of now and offers more than 100 new features in total. These comprise numerous innovative product features for integrated time management as well as many enhancements that makes optimised scheduling even more comfortable and more secure.

[more](#)

You would like to experience the new release? Please just send us an appointment request to:

[info@invisionwfm.com](mailto:info@invisionwfm.com)

### Enhanced System Performance with JobProcessor

The new JobProcessor module increases system performance by allowing optimisation processes to run in particular time slots or on free servers. Actions that use up a great deal of a computer's resources can be delegated to free servers within a specific time frame, using JobProcessor. That way, this new module lightens the load on both the InVision Enterprise Server and the InVision HTTP Server. This yields much higher software performance.

More information at [info@invisionwfm.com](mailto:info@invisionwfm.com)

### InVision Enterprise WFM Now Rated "Avaya-Compliant"

The workforce management solution of InVision Software is compliant with key contact centre solutions from Avaya. The software helps contact centres to balance excellent customer service with efficiency and cost.

[more](#)

## Quality Excels – Current Awards

### CRM Excellence Award 2009

InVision Software announced today that its software solution InVision Enterprise WFM has been honoured with the 2009 CRM Excellence Award from Customer Inter@ction Solutions magazine, the leading publication covering CRM, call centres and teleservices.

[more](#)

### InVision Enterprise WFM Recognised as "TOP PRODUKT HANDEL 2009"

InVision Software has won the bronze medal in the category "Process Optimisation" of the retail competition "TOP PRODUKT HANDEL 2009". This year for the first time, the German business magazine "handelsjournal" initiated the awards honouring the best products for retailers. In the finals, the readers of the magazine decided on the award winning products in an online voting.

[more](#)

## Perry & Knorr:

### Service Centres Rely on Automated Scheduling

The two service centres of Perry & Knorr GmbH are new users of the workforce management system InVision Enterprise WFM. With the solution, the staff planning of about 750 agents at the Berlin and Flensburg sites will be carried out in a demand-oriented and skill-based way.

[more](#)

## Customer Project: Ia Feltrinelli – Retail

### Boosted Customer Service in Retail by Automated Scheduling

Ia Feltrinelli is Italy's leading bookshop chain. The Feltrinelli Editore publishing house was founded in 1955 by Giangiacomo Feltrinelli, who then opened his first bookshop in Pisa in 1957. Now there are over 100 bookshops throughout Italy, employing over 1,200 people. Today, Gruppo Feltrinelli also owns RicordiMediaStores alongside its publishing house and chain of bookshops.

[more](#)

## Customers' Questions – InVision's Answers

### How do I prevent users from launching simultaneous lottery or assignment procedures?

To prevent users from launching simultaneous lottery and assignment procedures select setting 48414 – and enter 1 in the system value field. The default value for this field is 1 which allows one user to submit more than one lottery and assignment procedure at once, however in this case the procedures will be run one after another.

### How do I see the total number of people absence within the shift centre?

Setting 48141 – Displaying totals and subtotals for display parameter of the same activity enables the user display the totals for activities types like 'Absence' or 'Presence' in the Activity and Activity overview worksheets in the parameter window of the Shift Centre. Enter 1 to display the totals. Once the totals are being displayed you can specify the configuration you would like to see for the totals using setting 48092 – Display of data in the day cells of the parameter window. If 0 is specified within this setting meaning that the totals will display the average value over a 24hr period then the average total displayed may be 0. In order to view the total of employee's absence for a specific time range within the day you need to expand the day cell then right click on the cell and select staffing from the context menu.

## Feedback

For questions, ideas or comments about our newsletter, please send an email to [newsletter@invisionwfm.com](mailto:newsletter@invisionwfm.com).

To find out more about InVision Enterprise WFM and our company, please send an email to [info@invisionwfm.com](mailto:info@invisionwfm.com).

Visit our website at: [www.invisionwfm.com](http://www.invisionwfm.com).

## Imprint

This newsletter is a free service of InVision Software AG, Halskestrasse 38, 40880 Ratingen, Germany, phone: +49 (0)2102 - 728-0.

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## Customer Inter@ction Solutions: 2008 Product of the Year Award

InVision Enterprise WFM has received a 2008 Product of the Year Award from Technology Marketing Corporation's Customer Inter@ction Solutions magazine, the leading publication covering CRM, call centres and teleservices since 1982.

[more](#)

## Gartner: Retail Time and Labour Applications

InVision Software received a "Promising" rating in the recent Gartner report "MarketScope for Retail and Labour Applications". The German-based IT company was one of the 12 vendors evaluated for the report that gives an overview of the current market of time and labour management in retail.

[more](#)

## Frost & Sullivan:

### Performance Optimisation in Contact Centres

InVision Software received the 2008 EMEA Agent Performance Optimisation (APO) Competitive Strategy Leadership Award of Frost & Sullivan. The analyst firm recognises the striking success of InVision in leveraging its advanced technology and regional expertise to seize a significant chunk of the EMEA workforce management software market.

[more](#)

## Events

### [Webinar "Building a Multi-Channel Contact Centre in the Era of Social Networking"](#)

13 August 2009

Free online webinar presented by InVision Software and Donna Fluss, President DMG Consulting

[www.tmcnet.com](http://www.tmcnet.com)

### [swiss contact day](#)

3 September 2009

Berne – Switzerland

### [agent day](#)

22 September 2009

Korneuburg (Vienna) – Austria

### [Call Centre Expo](#)

22 – 23 September 2009

Birmingham – United Kingdom

### [InVision Customers' Meeting](#)

30 September – 1 October 2009

Schloss Krickenbeck, Nettetal – Germany

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