



4/2011 – December 13th, 2011

Dear Readers,

Welcome to the final issue of the **InVision InSight** newsletter for 2011. In this issue, as well as providing you with the latest InVision news and event dates at a glance, we would also like to cordially invite you to take part in our **Christmas Special**, where you can win one of 20 copies of "The Power of One". For more information please read our first article. We wish you all a wonderful Christmas and a good start to the New Year!

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

Christmas Special

Don't Miss Your Chance to Win a Copy of "The Power of One"

Each individual on the frontline in a call centre has the power to do two things: make a tremendous difference in a customers' experience with the organisation, and contribute significantly to the effective operation of the centre. The book "The Power of One", written by Penny Reynolds, co-founder of The Call Center School, provides tips about how to maximise the success for both of these functions. **You have now the chance to win a copy of this book!** We will select 20 winners from the responses received on or before January 15th, 2012.

[Click here to send us an email containing your full contact details.](#)

Events

CallCenterWorld 2012

The trade show CallCenterWorld is the leading event of call centre business in Europe. In its 14th year, this international trade and conference event, with more than 250 exhibitors in an area of 8,000 square metres, provides visitors with an innovative and comprehensive overview of the market and latest industry know-how. Come and visit our company presentation on February 29th, 2012, at 3 p.m. in the exhibition forum in hall 4, or visit us in hall 4, stand E4/F3.

We look forward to meeting you there!

[more](#)

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

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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Company News

Nine-Month Figures Impacted by the Transformation to Cloud Computing

For the first nine months of 2011, revenues of InVision Software AG are at EUR 9.0 million, compared to EUR 10.7 million for the same period of the previous year. Of this amount, EUR 6.8 million is attributable to software and subscriptions, while the remaining share of revenues is attributable to services. Earnings before interest and taxes (EBIT) equalled EUR -2.1 million, compared to EUR -0.2 million reported for the same period last year.

[more](#)

Partner News

The Overtime Lie – Expert Article by Core Practice

Overtime reduction is a major initiative in businesses globally. This expert article, written by John Frehse, Chief Strategist and co-founder of Core Practice, uncovers how overtime reduction may actually expose companies to risks costing more than ten times the overtime burden they are currently paying.

[more](#)

Upcoming Events

[Small and Mid Cap Conference 2012](#)

February 1st - 2nd, 2012

Frankfurt / Main – Germany

[CallCenterWorld 2012](#)

February 28th - March 1st, 2012

Berlin – Germany

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