



Dear Readers,

Welcome to the second issue of the InVision InSight newsletter in 2010.

Today, we again want to bring you news and information about InVision Software, our products and selected customer projects as well as upcoming events. For questions or ideas concerning our newsletter, please send an email to newsletter@invisionwfm.com.

Regards,
The Editorial Team of InVision InSight

Company News of InVision

Free Webinar Presented by InVision Software: Social Networking and the Contact Center

InVision Software invited contact center managers, operations executives as well as workforce and forecasting managers to attend the free webcast 'Social Networking and the Contact Center'. The topics which were addressed within the one-hour presentation included an overview of social media and social networking, a review of the emerging channels and when they are expected to become essential to leading verticals such as financial services, telecommunication, retail and government. Moreover, the webinar dealt with the impact of social networking on contact center operations and technology, best practices for forecasting & scheduling in a multi-channel contact center. The panelists also showed how to do multi-activity scheduling in a multi-channel environment and identify ways to involve agents and improve their work/life balance in the era of social networking.

[more](#)

Free Webcast Presented by InVision Software: The Winning Staffing Formula – A Benchmark Study of Contact Center Workforce Management

InVision Software invited contact center managers, operations executives as well as workforce and forecasting managers to view the free webcast "The Winning Staffing Formula – A Benchmark Study of Contact Center Workforce Management". The webcast was presented by leading industry analyst Donna Fluss, President of DMG Consulting, and focused on technology and operational best practices that will help to optimize the benefits of WFM solutions today and into the future. During the one-hour presentation, Donna Fluss, Founder and President of DMG Consulting, shared the results of a worldwide benchmark study on contact center workforce management.

[more](#)

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

Please click [here](#) to watch a recording of the webcast.

Review: Call Center Innovations Tour 2010 - an International Success

In its fourth year, the Call Center Innovations Tour (CCIT), an all-day event presenting the latest technologies of the call centre market, attracted about 300 visitors. Besides the three organisers ASC telecom AG, Attensity Group and InVision Software, the exhibiting companies were Amergy, Authensis, Crealog, Customer plus, IBR Service, Merced Systems, The Bee Company, T-Systems, TSS and Voxtron. After the CCIT already took place in Germany, Austria and Switzerland in 2009, this year there was an event in the United Kingdom for the first time as well.

Quality Excels – Current Awards

InVision Software Receives CRM Excellence Award from Customer Interaction Solutions® Magazine for the Second Time in a Row

InVision Software, a world-leading supplier of enterprise-wide workforce management (WFM) solutions, announced today that its software solution InVision Enterprise WFM, after being awarded in 2009 already, has also been honored with the CRM Excellence Award 2010 from Technology Marketing Corporation's (TMC®) Customer Interaction Solutions magazine, the leading publication covering CRM, call centers and teleservices since 1982.

[more](#)

Customers' Questions – InVision's Answers

Can employees submit periods of time when they are available to work?

Using the Infothek Interactive Schedule module, an employee can define on what days and at what times he is available to be scheduled. The planner will then only be able to schedule shifts for employees that fall into these defined availability periods. If an employee, due to day care reasons, can e.g. only work between 8am and 5pm on Monday to Friday and is only available until 3pm on a Wednesday because of a personal appointment, it is possible to submit this information and the planner will only be able to schedule shifts for this employee outside of these specified hours. If an employee is available at all times, there is no need to enter an availability period. The planner will simply schedule shifts for the employee that match the contractual constraints and minimum rest period.

Is it possible to display reports in the Adobe Reader application window instead of the user's internet browser window?

Yes. In organizations which, due to security reasons, do not wish reports to be displayed via the browser window, reports can now be displayed in the Adobe Reader Application window as well. It is now possible to change the setting 'Display PDF in Browser' within Adobe Reader to determine in which window the report will be displayed. If 'Display PDF in Browser' is selected, reports will be displayed in the user's internet browser Window. If 'Display PDF in Browser' is not selected, reports automatically will be displayed in PDF application window.

Do you have questions about the functions of InVision Enterprise WFM? Please send your request to info@invisionwfm.com

Customer News

Leading Dutch Contact Center Outsourcer Unamic/HCN Selects Workforce Management Solution from InVision Software for Efficient Multi-Site Scheduling

InVision Software was selected by Unamic/HCN, one of the largest contact center outsourcing companies in the Netherlands, for the demand-oriented multi-site staff scheduling of the 2.500 agents working in 17 international call centers across the Netherlands, Belgium, Turkey and Suriname. The WFM system will bring operating efficiencies in handling front office inbound and outbound calls as well as back office tasks.

[more](#)

Canadian Finance Company Selects Workforce Management Solution from InVision Software

InVision Software was selected by one of Canada's leading consumer finance providers to implement a new, cost-saving workforce management (WFM) software for its contact center operations. The WFM system will bring operating efficiencies to the company's contact centers that will result in better adherence to service levels and lower operating costs. The company employs 550 call center agents handling incoming claims calls from customers at three sites across Canada.

[more](#)

Italian Hypermarket Chain Iper Montebello Spa selects InVision Software for Demand-Oriented Workforce Management

Iper Montebello Spa, the Italian chain of hypermarkets and shopping centres, has selected the software solution InVision Enterprise WFM (iWFM) to schedule its workforce according to its actual employment requirements. The system of InVision Software will be implemented in the 26 Italian "Iper, la grande I" hypermarkets by the end of 2010 for the demand-oriented scheduling of about 1.400 employees.

[more](#)

Partner News

InVision Software Announces Implementation Partnership with Fujitsu

Fujitsu, a leading IT systems, services and products company, has signed an implementation partnership agreement with InVision Software. The partnership will enable retailers across Europe to benefit from market leading innovations with the support of fully managed systems integration and service delivery. "The priorities in the retail sector are to match the deployment of in-store employees with actual customer footfall and thus to improve customer service and to avoid over- and under-staffing as well. We are pleased that Fujitsu has selected InVision Enterprise WFM as an appropriate solution to meet these requirements", said Peter Bollenbeck, CEO of InVision Software.

[more](#)

InVision Software Expands Reseller Network with NEC Unified Solutions

NEC Unified Solutions, a 100 percent subsidiary of NEC, a leading global provider of broadband, mobile network and IT solutions, will become an authorized reseller of InVision Software, a leading international provider of enterprise-wide workforce management solutions. The software CC Pro from Contact Center Solutions, a special business unit of NEC Unified Solutions, is a fully customized solution based on already developed and proven software modules combined with individual scripts and functionality. The portfolio will now be offered on the Benelux market together with the software solution InVision Enterprise WFM.

[more](#)

Feedback

For questions, ideas or comments about our newsletter, please send an email to newsletter@invisionwfm.com.

To find out more about InVision Enterprise WFM and our company, please send an email to info@invisionwfm.com.

Case Studies

Vivento Customer Services – Contact Center

Improved Staff Satisfaction and Increased Productivity: Agent Scheduling with "Infothek Interactive Schedule"

To ensure the highest possible agent availability for customer requests, Vivento places great value on a flexible distribution of individual working hours. At the same time, the opportunity to choose one's working hours flexibly is one of the main factors that contribute to a high level of employee satisfaction. Hence, the staff's involvement in the process of staff scheduling is of great importance to Vivento. Faced with the decision which workforce management (WFM) system to choose, Vivento picked the InVision Enterprise WFM solution because, apart from its many features for a requirement-driven multiple-site staff scheduling process, its Infothek Interactive Schedule module enables employees to become involved in what shifts they are placed on. Now, the rate of employees' shift requests met is between 87% and 100%. At the same time, staff fluctuation has been reduced to less than 3 %.

The free case study is available for download at:

[download](#)

Events

[Swiss Contact Day](#)
15 – 19 September 2010
Bern – Switzerland

[Contact Center Trends](#)
29 – 30 September 2010
Frankfurt/Main – Germany

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Imprint

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