



3/2011 – 4 October 2011

Dear Readers,

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

Autumn is approaching and the first coughs and sneezes are creeping into the workplace. Keep yourself fit – at least with regard to your job – and join our webinars. During the last quarter, two interesting topics about optimized staff planning in contact centers were added. Additionally, if you could not attend our first International User Conference that took place on 27 and 28 September, you'll find all information about this two-day event below.

We hope you enjoy our newsletter!

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

Company News

Slight Revenue Increase in the First Half of 2011

In spite of the ongoing transition of the business model to cloud computing, the final figures of InVision Software AG show that revenues increased slightly in the first half of 2011 at EUR 6.7 million by 2 percent compared to the prior year period (H1 2010: EUR 6.6 million). At EUR -0.8 million, EBIT matched the level of the prior year period.

[more](#)

Customer News

Department Store Retailer John Lewis Selects InVision

InVision Software was selected by John Lewis, the UK's largest department store retailer, to implement a demand-oriented workforce management software for scheduling the 800 agents at its newly established two main contact centers. One of the key features that supported John Lewis' decision for InVision was the integrated BackOffice Planning enabling at the same time an optimized staff scheduling for telephony and for back-office activities.

[more](#)

Events

International User Conference

InVision customers gathered at the 11th user conference in order to network with other users, learn about forthcoming product developments and discover how to get the best out of their InVision installation. The conference took place over two days and included a number of informative presentations and workshops. As well as new products and workshops, the program also included training sessions provided by The Call Center School, and interesting contributions from guest speakers and InVision partners. The focus at all times was a dynamic interaction between the users and the InVision staff.

[more](#)

Upcoming Events

The Call Center School on Tour

4 October 2011

[Stirling – Scotland](#)

5 October 2011

[Huddersfield – England](#)

Quality Excels – Current Awards

InVision Among the Top 25 Contact Center Technology

InVision Software has reached an excellent fifth place in this year's Call Centre Helper reader's choice awards. InVision's WFM solution appears in Call Centre Helper's Top 25 Contact Center Technology list, the most impartial of all contact center technology awards. Jonty Pearce, editor of Call Centre Helper, said: "What impressed our readers with the InVision solution was the multi-site planning functionalities, the ability to deal with agent requests and the back-up support from the company."

[more](#)

InVision Wins "Ruban d'Honneur"

InVision has won the prestigious "Ruban d'Honneur" at this year's European Business Awards. At the same time, InVision is nominated as a finalist of the 2011 European Business Awards. In the finals, a total of 110 "Ruban d'Honneur" winners will compete to become an overall winner of the awards in eleven different categories. InVision will compete against nine European organizations in the category "Business of the Year with Turnover of €0-25 million".

[more](#)

Webinars

The Power of One in Call Center Staffing

InVision presents an interactive webcast on www.callcentrehelper.com: "The Power of One in Call Center Staffing". The two panelists, Penny Reynolds, founding partner of The Call Center School, and Jonty Pearce, editor at Call Centre Helper, illustrate how the scheduling of one single agent can make the difference between achieving service level goals and missing them.

[more](#)

The Three Biggest Lies About Workforce Planning and Labor Strategies in the Contact Center

InVision, in conjunction with The Call Center School and Core Practice, is pleased to bring to the contact center community a web seminar that focuses on today's important contact center staffing and labor strategy issues. This seminar, delivered via the CRMxchange educational platform, will examine three important workforce planning decisions that call center professionals should consider in the development of 2012 staffing budgets and plans.

[more](#)

Call Centre and Customer Management Expo

11 – 12 October 2011

London – UK

Erfolgreiches Callcenter

8 November 2011

Hanau – Germany

German Equity Forum

21 – 23 November 2011

Frankfurt / Main – Germany

Forum Retail & GDO

29 – 30 November 2011

Milan – Italy

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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