

PRESS RELEASE

Optimized Multi-Activity Scheduling with InVision at the Call Center Demo & Conference in Miami

Chicago (USA) – February 13, 2008 – InVision Software, an internationally-leading supplier of enterprise-wide workforce management solutions, presents at Call Center Demo & Conference starting today in Miami, Florida, the efficiency potential of optimized multi-activity scheduling. Findings of a recent study* show that while the majority of contact centers use workforce management solutions simply to measure adherence to schedules, and to run 'what-if' scenarios, only 29 percent are currently using it to forecast and schedule multimedia work, such as answering emails and engaging in text chat. Neglecting to do so means that multimedia channels are left to look after themselves, creating a disappointing customer experience and poor service levels.

"Many companies do not face the consequences of poor service and annoyed customers. This impacts contact centers which are not giving their agents sufficient time to deal with non-telephony work", explains Peter Bollenbeck, CEO of InVision Software Group. "The result is that emails are being ignored or answered too late, with these disappointed customers either ringing the contact center with their request or going elsewhere entirely with their business. Contact centers should be forecasting their multimedia workload and scheduling agent time accordingly, otherwise they might as well not bother offering an alternate channel to traditional telephony. With our solution, InVision Enterprise WFM, we offer them easy-to-use scheduling for multi-skill, multimedia environments."

Conventional planning tools available on the market usually work with complex and time-consuming simulation ignoring the real requirements. Opposed to that, to enable truly demand-oriented planning, InVision Enterprise WFM takes into account the skill-sets of individual employees and the pooling efficiencies offered by multi-skilling. The InVision solution is also able to take into account peaks and troughs in inbound 'abandoning' contacts such as telephone calls and optimally schedule blocks of time for agents to be devoted to non-abandoning contacts such as email or back office work. All of this is achieved with a fraction of the setup time and a fraction of the run-time of other workforce management systems. This unique optimization process is based on a patent pending technology developed by InVision Software.

Visit InVision Software Inc. at the Call Center Demo & Conference in Miami, Florida, at **Stand D 5**.

The Call Center Demo & Conference is now in its ninth year and takes place from today, Wednesday, February 13, to Friday, February 15, 2008, at the Hyatt Regency Miami, Florida (USA). It is organized by the International Customer Management Institute (ICMI) and offers a combined package of workshops, keynote presentations and an exhibition forum for call center industry professionals.

About InVision:

InVision Software is an internationally-leading supplier of enterprise-wide workforce management (WFM) solutions which enable companies to optimize their staff planning and scheduling processes. InVision empowers customers to reduce personnel costs, increase productivity, improve employee satisfaction and to boost revenue by leveraging better customer service. Founded in 1995 and based in Ratingen (Germany), InVision currently employs more than 175 WFM specialists and has offices across Europe, North America, and South Africa. Since 18 June 2007, InVision Software AG (IVX) has been listed in the Prime Standard Segment of the Frankfurt Stock Exchange. Among InVision's clients are numerous international blue chip companies, such as ABN Amro, Allianz, BMW, Deutsche Telekom, IKEA, Sky and Vodafone.

Further information: www.invisionwfm.com

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* The Contact Center Operational Review (5th edition, 2007)

