

PRESS RELEASE

Free InVision Software White Paper: Multi-Channel Scheduling – BackOffice Planning with InVision Enterprise WFM

Lisle, Chicago (IL) / Ratingen (Germany), February 9, 2010 – InVision Software, a leading international provider of [workforce management solutions](#), offers a free white paper on best-practices how to increase service quality by efficient coordination of all communication channels in today's contact centers. The downloadable guide "Multi-Channel Scheduling – BackOffice Planning with InVision Enterprise WFM" explains how the workforce management (WFM) solution InVision Enterprise WFM enables planners to properly carry out forecasting and [scheduling](#) in a multi-channel environment and how customers may achieve the proper balance of service between channels by using service level simulations.

With the introduction of multi-channel environments, the forecasting and scheduling of contact center agents becomes more and more complex. This is due to the mix of channels and the difference between response time expectations each of these channels. The problems are compounded when the contact center operates across [multiple sites](#) and where the agents have multiple skills.

Customers not only expect a high degree of availability on the telephone, but there are also high expectations concerning the response times to emails, faxes and other newer channels like SMS (text messaging) and social networks (e.g. Facebook, Twitter). It is therefore desirable for [contact centers](#) to handle non-call, non-abandoning contacts such as email (which does not have the immediate response criteria of telephone queries) primarily during times with lower call volume, in order to increase productivity across the labor pool. Appropriate service level standards need to be defined for all contact channels. InVision Enterprise WFM's Service Level Simulation function is an ideal tool to support the planner. The service level simulation considers for each task the actual backlog, the [forecast](#) for the time period concerned, handling times, prioritization, service level targets and the planned staffing for front and back office. "The InVision Enterprise WFM simulation feature is an extremely powerful decision-support tool that gives planners instant and easy access to the information they need to make the right decisions on balancing these channels to ensure that each is staffed according to corporate policy", says Peter Bollenbeck, CEO of InVision Software.

To learn more about "Multi-Channel Scheduling – BackOffice Planning with InVision Enterprise WFM", download the free white paper at http://www.invisionwfm.com/workforce_management/downloads.

About InVision Software

InVision Software is a world-leading supplier of enterprise-wide workforce management 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 200 WFM specialists and has offices across Europe, North America, and South Africa. InVision Software AG (IVX) is 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 at: www.invisionwfm.com

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