

PRESS RELEASE

InVision Software at CallCenterWorld 2010: Efficient Multi Channel Planning

Ratingen (Germany), 21 January, 2010 – **CallCenterWorld 2010, Europe's key event for the international call center sector which takes place from 9th -11th February at the Estrel Convention Center in Berlin, Germany, will be for the 12th time running the meeting point for more than 250 international exhibitors and more than 7,500 expected visitors. At the stand of InVision Software (hall 4, stand B4/6), a leading international provider of enterprise-wide workforce management (WFM) solutions, visitors can see how planners can achieve an efficient forecasting and scheduling in multi channel environments using the workforce management solution InVision Enterprise WFM. Moreover, it is shown how an efficient planning of all channels can be achieved by service level simulation.**

With the introduction of multi-channel environments, the forecasting and scheduling of contact center agents becomes more and more complex. The problems are compounded when the contact center operates across multiple sites and where the agents have multiple skills. The telephone still represents the lion's share of the communication mix, but it is also by far the most expensive channel. The business objective, therefore, should be to provide both service-oriented and cost-effective multi-channel communications. Planners should avoid both over-staffing where agents sit idle and are not being productive and understaffing which results in reduced service standards.

In order to coordinate all of these channels and schedule them in most appropriate way (i.e. aligned to corporate strategy), InVision Enterprise WFM's Service Level Simulation function is an ideal tool to support the planner. The service level simulation considers the actual backlog, the forecast for the time period concerned, handling times, prioritization, service level targets as well as the planned staffing. The result is a simulated service level for each task. This way, the planner can constantly monitor the service level targets and adjust them if necessary. Thus, the adherence to the service level for all customer interactions can be ensured.

Visit InVision Software at CallCenterWorld, Berlin: Convention Center, hall 4, stand B4/6

About InVision Enterprise WFM (iWFM)

InVision Enterprise WFM is a web-based software solution and currently available in twelve languages. It allows the staff planner to optimize staffing by creating schedules that at all times conform as closely as possible to the actual requirement. At the same time, it helps users to observe all relevant legislation, local agreements and the contracts of individual employees – including work/life balance guidelines. Furthermore, it allows for employee involvement in the planning process via its employee web portal 'Infothek'. Its modular architecture supports the entire process of demand-oriented workforce management – from forecasting, scheduling and optimization, to integrated time management, monitoring and controlling. The software is highly flexible and applicable in all industries and all sized companies. It is just as suited to scheduling under 100 employees as it is for reducing personnel costs and increasing productivity when planning hundreds of thousands of employees globally. Thanks to its open interfaces, it can be integrated smoothly into existing IT environments and connected to numerous external systems. The software solution holds a unique, patent pending technology for demand-oriented and time-saving planning of multi-skill environments. Due to the fact that the sophisticated technology behind this is not based on the generally applied ACD (Automatic Call Distribution) routing logic, a considerable amount of time can be saved. In addition to the software solution and maintenance, InVision offers a comprehensive Professional Services portfolio to ensure rapid return on investment: analysis of user requirements and solution design, project management, system integration, programming of user-specific add-ons and hands-on support in the use of InVision Enterprise WFM.

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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