

PRESS RELEASE

InVision Software Introduces Staff Retention Incentive at Call Center Demo & Conference 2009 in Miami

Lisle/Chicago, IL, January 29, 2009 – InVision Software, a leading international provider of [contact center workforce management](#) solutions, today announced its 2009 contact center staff retention incentive, to be promoted at the [ICMI Call Center Demo & Conference in Miami](#), February 25-27. The workforce management software InVision Enterprise WFM enables contact centers to reduce labor hours and payroll expenses without mandating excessive layoffs. As a result, InVision customers are able to lower operating costs for the short- and mid-term, while leaving themselves prepared for an eventual return to economic prosperity.

InVision's incentive is comprised of two components: A unique workforce management ([WFM](#)) solution implemented by a team of seasoned contact center professionals, and a pricing option that is more accommodating to cash flow in these conservative financial times. A key benefit is the ability to maintain the higher quality of service that is provided by a tenured staff, helping to minimize churn – a common effect of poor service that leads to declining revenues.

“Corporations across the globe are desperate to cut costs to weather the economic storm,” said Peter Bollenbeck, CEO of InVision Software. “They need to be careful that this desperation does not lead them to decisions that are going to stifle their recovery efforts. We are offering a solution that will help companies reduce costs through optimized scheduling, and our short-term renewable licensing provides the cost advantage of [software as a service \(SaaS\)](#) with the full functionality of a system installed on premise.”

The [scheduling optimization](#) technology can reduce the working hours scheduled per employee, cutting labor and payroll expenses. Savings are substantial, greatly offsetting the cost of the technology and proving an immediate reduction in operating costs. InVision's optimization engine leads the market in its ability to optimize schedules with respect to service levels and other [key performance indicators](#) (KPI), as well as agent work availability and preferences. InVision is led by a team of contact center industry veterans, and its professional services team adds value by empowering customers to take full advantage of the technology.

“Companies benefit from staff retention; many hourly employees would gladly sacrifice a few hours a week in order to save their jobs. We are all hoping for swift economic recovery, and when it arrives, output demands for products and services will increase, a demand that cannot be met with a reduced workforce,” Bollenbeck added. “Even though revenue may increase, companies that have reduced staff will not be able to meet the new demand without extending extra capital to recruiting, hiring and training a new workforce, delaying the return to ideal operating margins. InVision's customers will be ahead of the game, and will simply need to increase scheduled hours.”

Visit InVision Software at Call Center Demo & Conference in Miami, Florida: Hyatt Regency Miami, [Stand D3](#)

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 more than 230 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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