

## PRESS RELEASE

### **Stockholm Callcenter i Fokus Konferens: Optimized Multi-Skill Scheduling with InVision Software**

Stockholm (Sweden), March 11, 2010 – InVision Software, a leading international provider of enterprise-wide workforce management solutions, will introduce the efficiency potential of optimized multi-activity scheduling at the Callcenter i Fokus Konferens taking place from 17 to 18 March at Bonnier Conference Centre in Stockholm. At the InVision stand, visitors will experience how 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. On the second conference day, GoExcellent, one of InVision's customers, will showcase in a best practice presentation how the outsourced services provider successfully uses InVision Enterprise WFM for scheduling its 12 sites across the Nordic region.

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. "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. "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 [workforce management](#) solution, InVision Enterprise WFM, we offer them easy-to-use scheduling for multi-skill environments."

Thus, [InVision Enterprise WFM](#)'s Service Level Simulation function is an ideal tool to support the planner as it considers 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 for each task. It gives planners instant and easy access to the information they need to make the right decisions on balancing these channels to ensure that each agent is staffed according to corporate policy.

- **Visit InVision Software Inc. at the Callcenter i Fokus Konferens, Bonnier Conference Centre, Stockholm**
- **Best practice presentation by Michael Koch, Head of Planning, GoExcellent: March 18, 3.50 p.m.: "Making Winners with Workforce Management"**

#### **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](http://www.invisionwfm.com)**

#### **Press Contact:**

Judith Funk  
Corporate Communications  
InVision Software AG  
Halskestrasse 38  
D-40880 Ratingen (Germany)  
phone: +49(0)2102-728-259  
e-mail: [pr@invision.de](mailto:pr@invision.de)

#### **US Contact:**

Craig R. Shambaugh  
Vice President Sales - North America  
InVision Software, Inc.  
3333 Warrenville Road Suite 200  
Lisle, IL 60532  
phone: 630.799.8370  
e-mail: [craig.shambaugh@invisionwfm.com](mailto:craig.shambaugh@invisionwfm.com)