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**For Immediate Release**

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**Envision Announces 2008 Excellence Award Winners**

*Seven companies recognized for demonstrated quality, performance and customer service excellence at annual Forum event in Seattle*

Seattle — August 12, 2008 — Envision Telephony, Inc., a leading global provider of software solutions for the contact center and the enterprise, today announced the winners of its 2008 Envision Excellence Awards. The awards are given annually to organizations that best demonstrate success in utilizing Envision solutions to significantly transform their business by improving quality and/or business performance to deliver exceptional customer service, from contact center agents' desktops to enterprise decision-makers.

Winners of this year's awards included Blue Cross and Blue Shield of Nebraska, Blue Cross of Idaho, Citicorp Dienstleistungs GmbH, Nike Golf, Southwest Airlines Customer Relations and Rapid Rewards, SWM Kundenservice GmbH and Tiffany & Co.

"We are extremely excited and gratified to acknowledge the tremendous innovation, creativity and success our customers have achieved through the use of Envision solutions," said Rodney Kuhn, Envision CEO. "This year's Excellence Award recipients truly exemplify the ability to effectively improve performance and streamline operations within the contact center to deliver customer experience as a substantial competitive advantage."

The following is a list of the award winners for Voice of the Customer, Workforce Optimization, European Excellence, Innovation, Spirit and Quality Monitoring and Coaching:

### **Blue Cross and Blue Shield of Nebraska**

Blue Cross and Blue Shield of Nebraska, a mutual insurance company committed to delivering the health and wellness solutions that people value most, has been awarded the Envision Voice of the Customer Award for demonstrating excellence in proactively leveraging the voice of the customer across their enterprise to make changes that improve their business performance and deliver legendary customer experiences.

### **Blue Cross of Idaho**

Blue Cross of Idaho, a leader in delivering innovative health care products, services and information to nearly 550,000 members, has been awarded the Envision Workforce Optimization Award for demonstrating excellence in scheduling, forecasting and managing their workforce to improve the efficiency and effectiveness of their contact center.

### **Citicorp Dienstleistungs GmbH**

Citicorp Dienstleistungs GmbH, a subsidiary of the German Citibank, the market leader in consumer loans, has been awarded the Envision European Excellence Award for demonstrating excellence in leveraging best practices and resources for coaching, developing and evaluating agents.

### **Nike Golf**

Nike Golf, passionately dedicated to honoring and respecting the traditions and heritage of the game, and to providing committed golfers with the absolute best equipment in the game in every product category, has been awarded the Envision Innovation Award for demonstrating excellence in market-leading innovation by leveraging Envision technologies within the enterprise to improve organizational efficiency and effectiveness.

### **Southwest Airlines Customer Relations and Rapid Rewards**

Southwest Airlines Customer Relations and Rapid Rewards, the nation's leading low-fare carrier, has been awarded the Envision Spirit Award for demonstrating excellence in creating a high-performance culture. This customer exudes a high level of company spirit and has implemented a strategic program to build morale through motivating its contact center employees.

### **SWM Kundenservice GmbH**

SWM Kundenservice GmbH, a supplier of energy, outstanding services, integrated local public transport systems and numerous public swimming pools, has been awarded the Envision European Excellence Award for demonstrating excellence in leveraging best practices and resources for coaching, developing and evaluating agents.

### **Tiffany & Co.**

Tiffany & Co., a jeweler and specialty retailer, whose design offerings include an extensive selection of jewelry as well as watches and sterling silver, has been awarded the Envision Quality Monitoring and Coaching Award for integrating Envision solutions into the lifecycle of their quality program to optimize agent performance and deliver legendary customer experiences.

### **About Envision**

[Envision Telephony, Inc.](http://www.envisioninc.com) is a global, award-winning provider of software and services that improve performance from the contact center to the enterprise. The company's flexible, integrated solutions enable customers to consistently deliver legendary customer experiences by improving agent, contact center and enterprise performance. Envision's software includes analytics, performance management, workforce management and Click2Coach<sup>®</sup> (composed of Envision Quality Monitoring<sup>™</sup> and Envision eLearning<sup>™</sup>). The company's solutions are deployed across thousands of desktops in both a telephony and a back-office environment. Envision offers business consulting, implementation, training and support services using a proven, ROI-driven methodology that delivers rapid and reliable results. More information can be found at <http://www.envisioninc.com>.

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