

**For Immediate Release**

**Media Contact:**

Emilia Palaveeva  
emiliap@envisioninc.com  
206-890-8973

**Delta Hotels and Resorts Selects Envision Workforce Management to Boost Workforce Optimization**

*Leading Hotel Management Provider Maximizes Contact Center Efficiency and Effectiveness with Award-Winning Solutions from Envision*

**SEATTLE – September 20, 2011** — Envision Inc., a leading global provider of workforce optimization solutions, contact center coaching and consultative services, announced today that Delta Hotels and Resorts, Canada's leading first-class hotel management company, will transition to Envision's Workforce Management™ to ensure seamless integration between its quality monitoring and workforce optimization systems. A long-term customer for Envision's Click2Coach® product suite, Delta's Global Reservation Services (GRS) group will maximize contact center efficiency and reduce costs by converting to the award-winning Envision Workforce Management solution.

"By adding Envision Workforce Management to Envision Click2Coach, we are deploying a state of the art, seamlessly integrated workforce optimization suite," Perry Kendall, Director, Delta Hotels and Resorts Global Reservation Services. "Our decision to switch to Envision Workforce Management was driven by Envision's understanding of the contact center industry, the company's ability to meet our complex requirements and its commitment to exceptional quality and cost-effectiveness."

Envision's web-based Workforce Management is a sophisticated but easy-to-use scheduling, forecasting and staffing adherence solution, designed to simplify the complexities of managing contact center personnel and activities. Its robust reporting capabilities and flexibility to handle even the most demanding workforce planning and management needs enables contact centers to optimize staffing and improve productivity. In addition, by taking advantage of common login and authentication across their quality management and workforce management solutions, customers like Delta Hotels and Resorts experience seamless, yet cost-effective Workforce Optimization integration.

Delta GSR, which last month reported increased call conversion rates as a result of using Envision Click2Coach, is among leading hospitality and travel services providers such as Alaska Air Group, Southwest Airlines and Deutsche Lufthansa Air Group who rely on Envision to optimize contact center performance and align it with overall business objectives. Widely viewed as the brand of choice for discerning owners and guests, Delta Hotels and Resorts boasts a diversified portfolio of 46 city-center, airport and

resort properties. Delta GRS is responsible for providing its customers with the information they need to make reservations via Voice, Web, and Travel Agent Networks as well as technical support, database management and marketing support services for Delta. GRS operates 24 hours a day, 365 days a year with a team of 150 people providing a variety of high quality services to their guests.

“The ultimate vote of confidence for Envision and its leadership position in the market is when we have prominent customers, like Delta Hotels and Resorts, broaden their portfolio of Envision solutions,” said Rodney Kuhn, CEO of Envision. “By taking advantage of the synergies that Envision Click2Coach and Envision Workforce Management enable, Delta is poised to continue to exceed customer expectations while keeping contact center performance and cost optimized.”

### **About Envision**

Envision is a pioneer in delivering innovative team coaching and performance improvement products and services to the contact center. Envision’s landmark and industry-renowned Click2Coach® fully integrates the value of [quality monitoring and management](#), [e-learning](#), [automated coaching](#) and [robust analytics](#) and [performance management](#) capabilities. Envision marries the power of [Click2Coach](#) and [Envision Workforce Management™](#) together on the award-winning [Envision Centricity®](#) Web-based [workforce optimization \(WFO\)](#) technology platform to deliver a full spectrum of ROI-driven efficiency and effectiveness gains that meet the most specific and unique objectives of customer-focused organizations worldwide. A commitment to unparalleled customer-centricity is at the center of the company’s mission and is what makes Envision the authority on delivering an [uncompromising customer experience](#). Visit [www.envisioninc.com](http://www.envisioninc.com), email [info@envisioninc.com](mailto:info@envisioninc.com) or call 206.225.0800 ext. 500 for more information.