

## **Bodybuilding.com Deploys Envision Centricity to Increase Contact Center Efficiency**

*Consultative Partnership Approach and Comprehensive Workforce Optimization Suite  
Attract Leading Retailer to Envision*

**SEATTLE – December 5, 2011** — Envision, the leading provider of coaching and workforce optimization solutions, announced today that Bodybuilding.com, the largest online sports nutrition company in the world, has selected Envision Centricity™ to power their contact centers. Bodybuilding.com joins a growing list of top e-retailers such as Costco, Starbucks and Nordstrom, who have selected Envision’s solutions to deliver superior customer service through excellent agent coaching, training and workforce management.

“The Envision Centricity Workforce Optimization suite is the solution that combined the comprehensiveness and flexibility we are looking for,” said Teresa Schwarz, Customer Service Director at Bodybuilding.com. “Bodybuilding.com and Envision share a common partnership philosophy and dedication to working directly with the customer and that is what sets us both apart and makes us a natural fit for a successful relationship.”

As the most visited bodybuilding and fitness site in the world and the leading nutrition e-retailer in the US, Bodybuilding.com is committed to excellent customer experience. It has 105 contact center agents, based in Idaho, who provide customer service and support 24/7. Bodybuilding.com needed a comprehensive solution that would automate their scheduling, quality monitoring and coaching process. An investigative stage early in the engagement allowed Envision’s team to identify Bodybuilding.com’s specific needs and requirements and recommend a solution and installation that best met their goals.

As a result of this collaborative needs-assessment approach and Envision’s in-depth

retail expertise, Bodybuilding.com selected the award-winning Envision Centricity—a comprehensive workforce optimization solution, featuring Click2Coach™, a comprehensive set of recording, quality management, coaching and eLearning applications—to help improve sales, customer satisfaction and agent employee satisfaction. Also included in Centricity is Envision Workforce Management, which provides integrated features and ensures improved efficiency through better agent forecasting requirements and scheduling. In addition, the flexibility and breadth of Envision Centricity allows the company to continue to enhance its workforce optimization (WFO) solution by adding new capabilities as the complexity of its contact center grows, such as, speech analytics.

“The flexibility and scalability of our Envision Centricity solution suite is the perfect match for Bodybuilding.com’s dynamic, excellence-focused contact center,” Rodney Kuhn, founder and CEO of Envision said. “We are excited to deliver world class work force optimization to the rapidly growing and largest online sports nutrition company in the world.”

### **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 Web-based, [workforce optimization \(WFO\)](#) solution, [Envision Centricity®](#) 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](#) backed by

our performance guarantee. 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.