



Beat Attrition! Quick Wins for Empowering your Agents

June 2024

The Agent Attrition Problem

FACT 1

Avg. contact center agent attrition rate: **40% to 60%**

FACT 2

% of enterprises worldwide that appreciate the need to improve agent engagement: **44.1%**

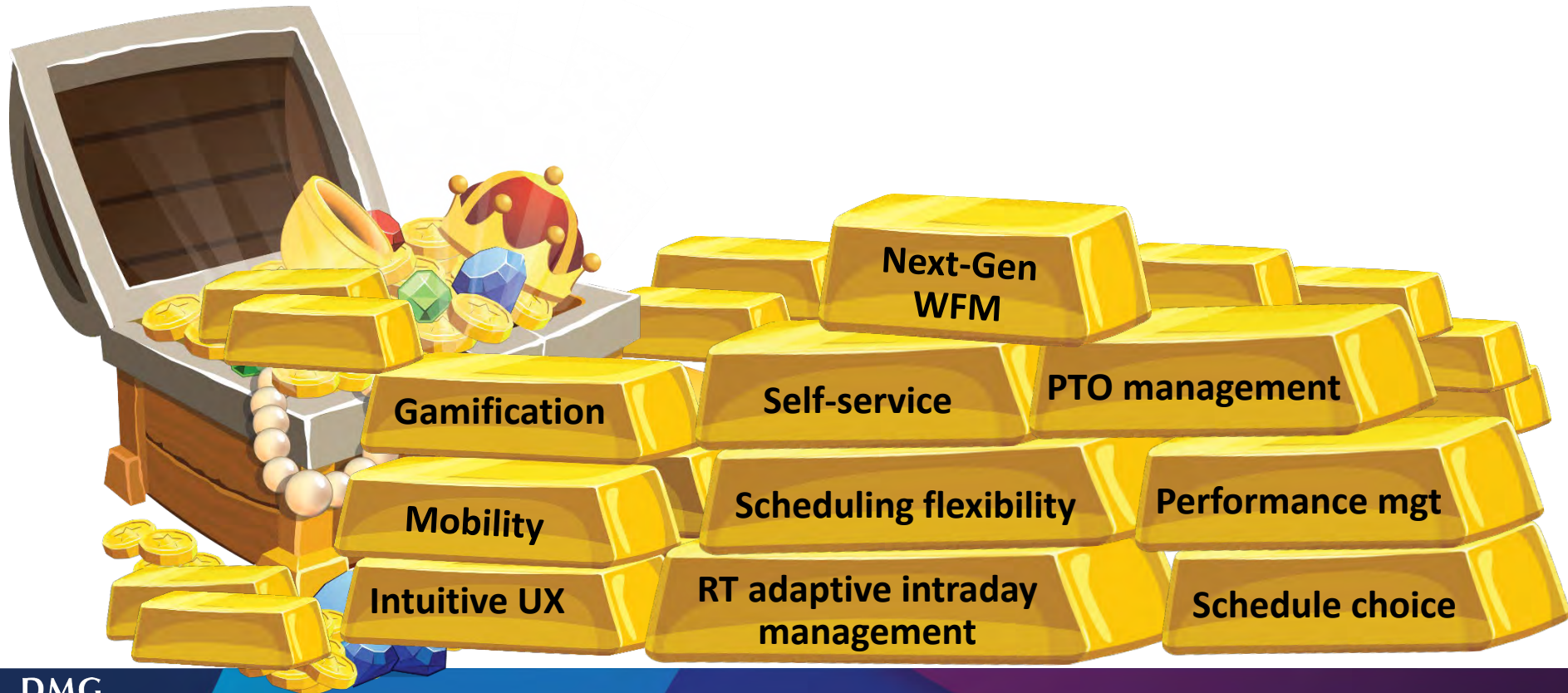
EXIT



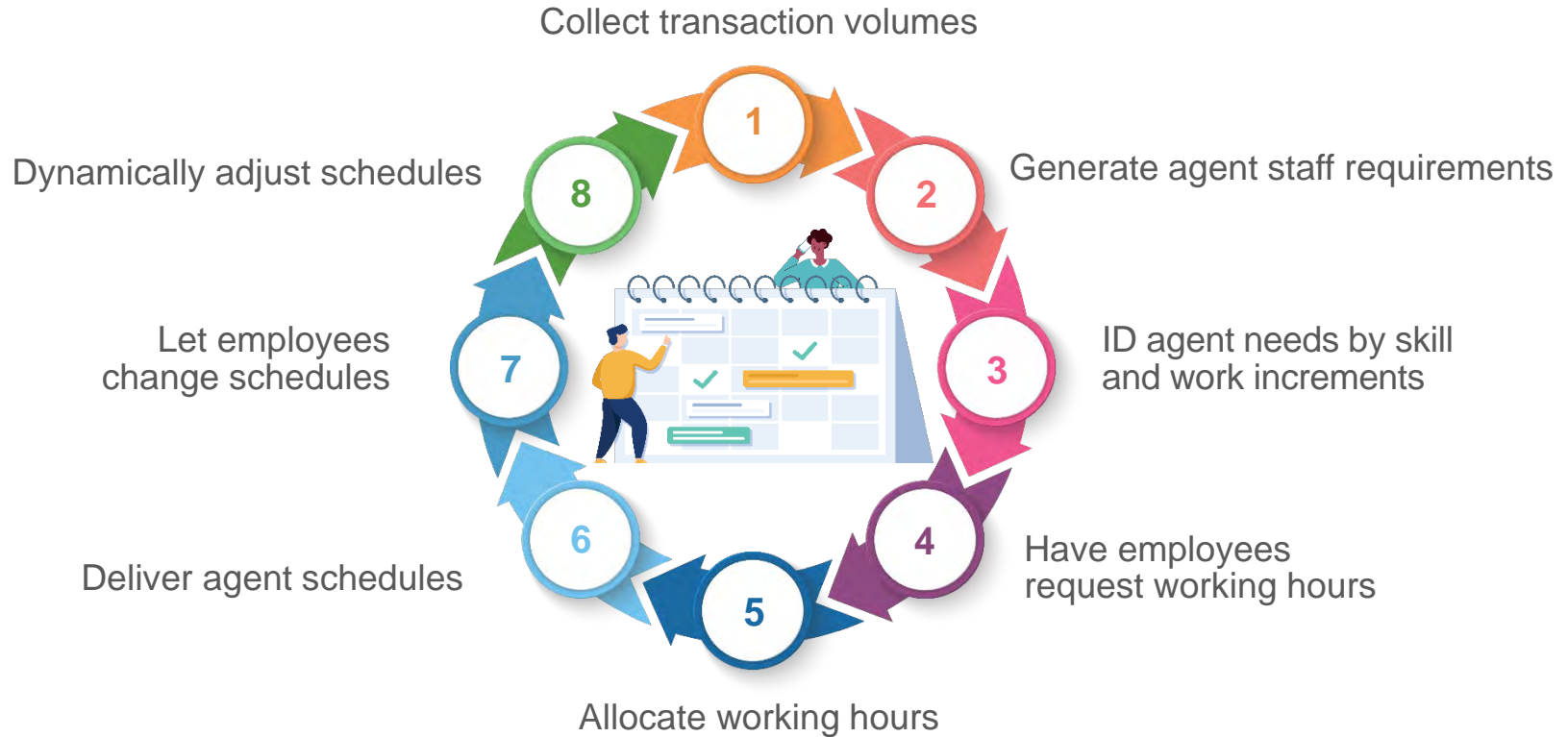
What Agents Want: Schedule Flexibility & Appreciation



Tools for Fixing the Agent Engagement & Attrition Problem



Next-Gen WFM is the Answer

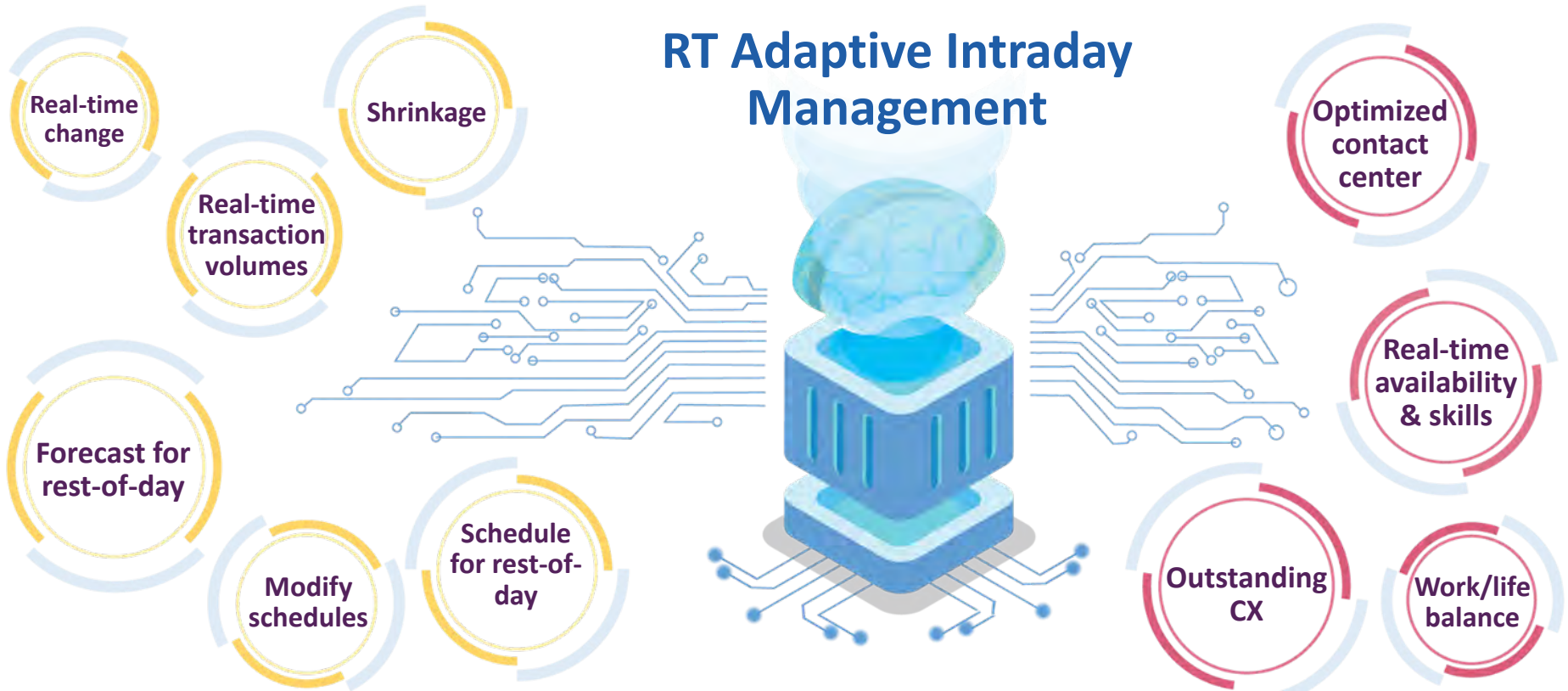


WFM Self-Service for Agents



RT Adaptive Intraday Mgt.

RT Adaptive Intraday Management



Recognize Agents with Gamification

