

Beat Attrition! Quick Wins for Empowering your Agents

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The Agent Attrition Problem



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



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



What Agents Want: Schedule Flexibility & Appreciation





Tools for Fixing the Agent Engagement & Attrition Problem



Next-Gen WFM is the Answer

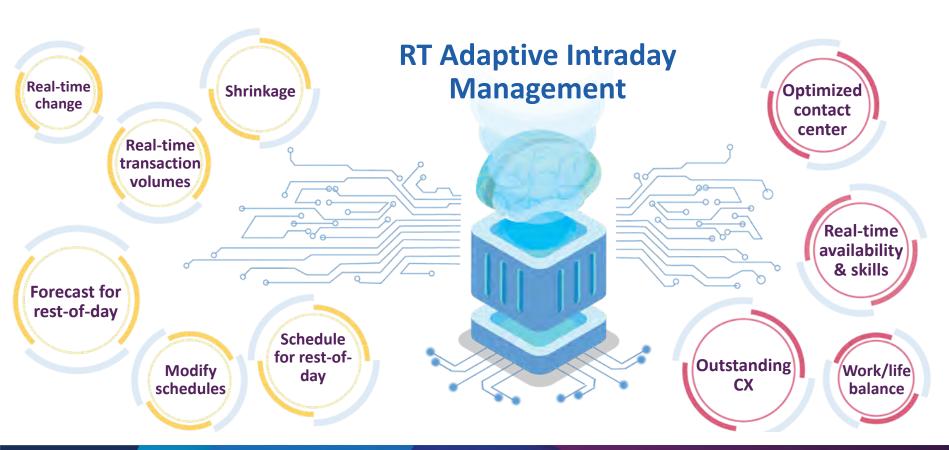
Collect transaction volumes Generate agent staff requirements Dynamically adjust schedules cececece Let employees ID agent needs by skill change schedules and work increments Have employees Deliver agent schedules request working hours Allocate working hours



WFM Self-Service for Agents



RT Adaptive Intraday Mgt.



Recognize Agents with Gamification



