

# TOP 10 CALL CENTER AGENT RETENTION STRATEGIES

By Five Star Call Centers



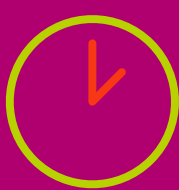
## 1 Stay Interviews

Really listen to agent feedback and share what actions you've taken. [More information: [Finnegan Institute](#)]



## 2 Work-From-Home

Agent expectations on the physical location where they work are changing. Retention for on-site agents is 25% and 80% for remote agents [[Pipkins Research](#)]



## 3 Flexible Scheduling

The traditional five day work week is gone. Work with agents to create a schedule that works for them. Split scheduling may be the difference between quality agents or high turnover.



## 4 Provide Impact

Agents want to make a difference in how their team functions. Build processes and an environment for open communication that allow them to do so.



## 5 Rewards & Recognition

Recognizing agents for a job well done can go a long way in their morale. Research national recognition weeks and days or create your own unique "thank you's" designed just for your team.



## 6 Culture Development

Agents want to be part of a culture they believe in. Be thoughtful in how you build your culture and always evaluate how the culture is supported. Never set and forget it.



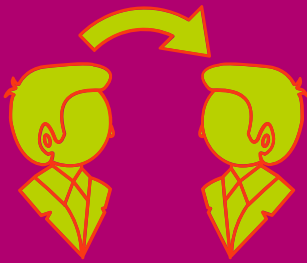
## 7 Social Responsibility

Agents want to be part of an organization that supports good causes and is active in doing good for their communities. Fine opportunities big and small to improve your communities.



## 8 Growth Opportunities

The number one reason employees leave jobs is lack of career development [[Work Institute's 2021 Retention Report](#)]. Work with agents to discover how they want to grow their careers and help provide a roadmap so they know what needs to be done to reach those goals.



## 9 Effective Training

Effective training programs require more than thorough documentation. Seventy-seven percent of agents say hands-on training and shadowing are more effective than reviewing written materials [[ASAPP](#)].



## 10 Agent Empowerment

Give agents the tools to successfully help customers. Set-up IVR's that match customers to the right agent. Offer a system that gives them all access all customer information. Leverage automation for agent activities recordings, and transcriptions.



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