

# The Top 3 Reasons Why Contact Center Agents Quit

Agent attrition is a big issue in most contact centers. Losing agents throughout the year forces the business to constantly commit resources to recruiting and training new contact center agents. Enacting strategies to retain these agents creates greater efficiency in the contact center, and ultimately, larger profits for the business. To solve a problem, you must first know its source. Here are the top three reasons contact center agents quit their jobs:

## 1. They See It as a Dead End Job



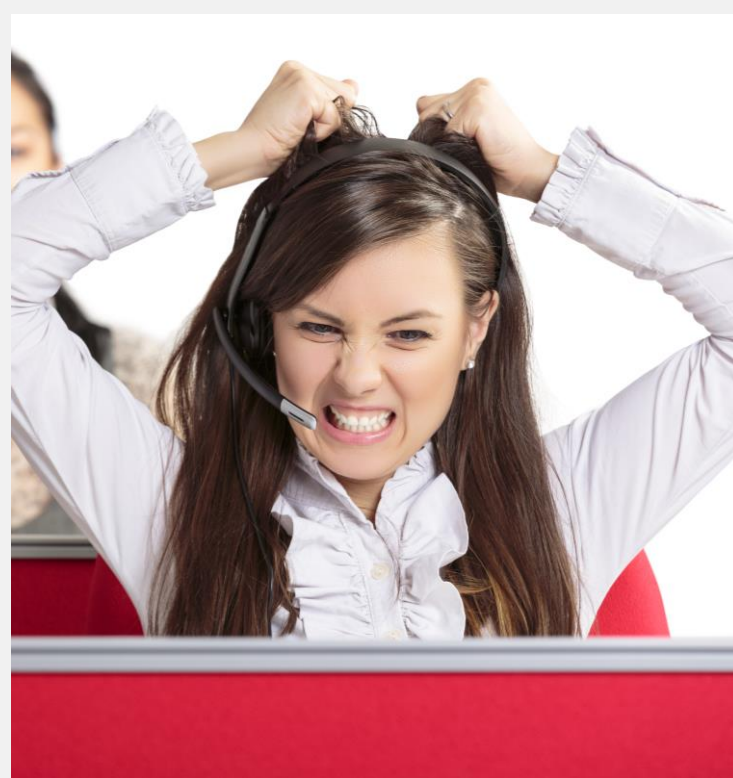
**Illustrate opportunities for advancement.**

- ❖ Your agents can become specialists and specialists can become junior managers.
- ❖ If Agents have something to strive for, they have a reason to stay with the company.

## 2. They Aren't Suited for the Contact Center

**Be as clear as possible about what the job entails.**

- ❖ Weed out candidates who are likely to burn out or tire of the work quickly.



## 3. They Do Not Have Incentives



**A spiff, award, or gamification strategy can reignite an agent's interest in the position.**

- ❖ Foster healthy competition among your agents and encourage them to improve their call metrics.

### Download Mindsight's White Paper: *Happier Agents, Happier Customers*

The contact center depends on trained and motivated agents ready to deliver an exceptional customer experience. In this white paper, you will learn how to improve your contact center by improving agent job satisfaction.

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