

BEST PRACTICES Reduce Call Center Attrition

by Call Center Services International



Identify your Ideal Agent Profile

Create the ideal persona of the type of agents that would fit best in your call center.

Create a Strong Company Culture

Having a solid and well-defined culture can help you attract agents with the right mindset.



Provide the Proper Training Programs

Give your agents a well-developed training program to make them feel competent and valued.



Reward Good Performance

Instead of bringing attention to the bad, focus on highlighting the good things with prizes.



Hold an Exit Interview

Use the exit interview information to improve the experience for the next round of hires.



Call Center Services International

CCSI Nearshore solutions can help you establish a call center in Mexico that will give you access to a large pool of bilingual agents that are culturally aligned with U.S. customers.

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