



SUCCESS STORY:

# RETENTION REVOLUTION

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THE BACK STORY:

# CALLING IT QUIT? ENTER HEADSUP

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A US based contact center faced a significant challenge with high employee turnover.

The center, employing over 1,000 agents, experienced rapid attrition, leading to increased training costs, lost domain knowledge, and inconsistent customer experience levels.

THE CHALLENGE:

## WORKPLACE WOES: MENTAL HEALTH, SAFETY, DIVERSITY

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The key issues identified were:



High turnover rates among seasoned agents.



Increasing training and onboarding expenses.



Declining employee engagement and satisfaction levels.



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THE TRANSFORMATION:

# HEADSUP DIALS-IN FOR POSITIVE CHANGE

The contact center partnered with HeadsUp to tackle these challenges head-on, utilizing the comprehensive engagement methodology to identify and address the root causes of employee dissatisfaction and turnover. HeadsUp employed the following strategy:



## **In-depth Engagement Analysis:**

Conducted detailed bi-annual engagement surveys alongside weekly WE Index™ opinion pulses to monitor and assess employee engagement levels across various dimensions.



## **Predictive Churn Modeling:**

Leveraged HeadsUp's ML algorithm to predict potential churn risks by analyzing operational data, employee feedback, and other relevant metrics.



## **Customized Action Plans:**

Developed targeted action plans based on AI-generated insights, focusing on leadership development, career progression opportunities, and enhanced work-life integration initiatives.



THE OUTCOME:

# RESULTS AND WRAPPING UP

## Quick Results



12% increase in the average employee cycle.



Saving \$400 000 annually.



More engaged, satisfied, and stable workforce.

- The implementation of HeadsUp's methodology led to a 12% increase in the average employee lifecycle across the contact center, significantly reducing turnover rates.
- This improvement translated into a savings of \$400,000 annually on agent onboarding, training, and ramp-up costs.
- Moreover, the targeted interventions fostered a more engaged, satisfied, and stable workforce, contributing to better overall performance and customer service quality.

The "Retention Revolution" success story underscores the effectiveness of HeadsUp's employee engagement methodology in addressing and mitigating the challenges of high turnover in contact centers.

By focusing on the core aspects of employee engagement and utilizing predictive analytics to preempt churn, the contact center not only achieved substantial cost savings but also enhanced its overall operational efficiency and service quality.

This success demonstrates the critical link between employee engagement, retention, and the broader organizational goals of reducing costs and improving service delivery, showcasing HeadsUp's role as a transformative partner in achieving these objectives.





THANK YOU

# CONNECT WITH US

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For more information on how HeadsUp can transform your workforce engagement, visit [headsup.co](https://headsup.co) or email [hello@headsup.co](mailto:hello@headsup.co). Discover the difference of a solution that values both innovation and the well-being of your team.

