

# ON THE BACKDROP OF THE GREAT RESIGNATION, ARE YOU DOING YOUR BEST TO RETAIN AGENTS?

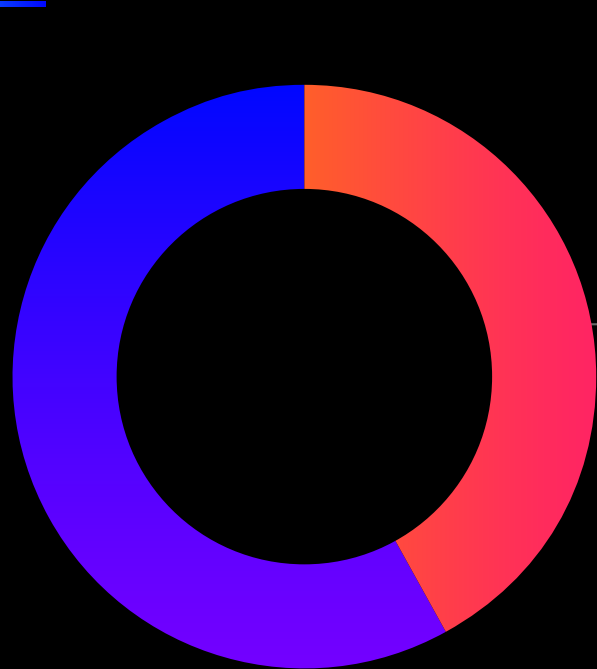
NICE conducted an independent survey to better understand agent attrition and the solutions that encourage retention. The survey included 400 agents and agent managers, in contact centers in the US and the UK, over 12 industry verticals.

[Download the full survey report here](#)

## HERE ARE SOME OF THE KEY FINDINGS:

01

**COMPANIES EXPERIENCE MILLIONS OF DOLLARS IN LOSSES DUE TO AGENT ATTRITION.**



**42%**



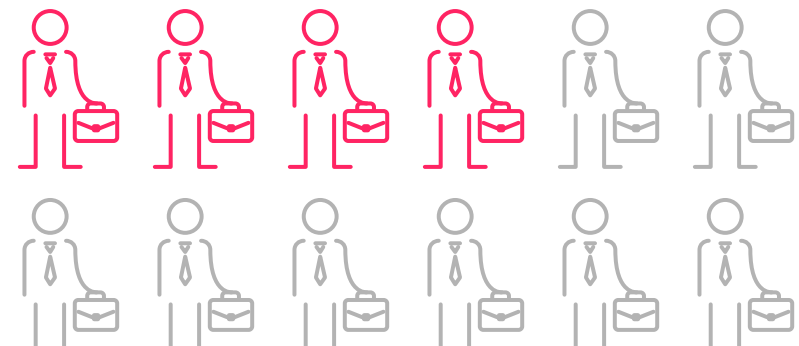
The contact center attrition rate in 2021 was 42%

02

**ORGANIZATIONS MUST BETTER ENGAGE AGENTS IF THEY HOPE TO INCREASE THEIR LOYALTY.**



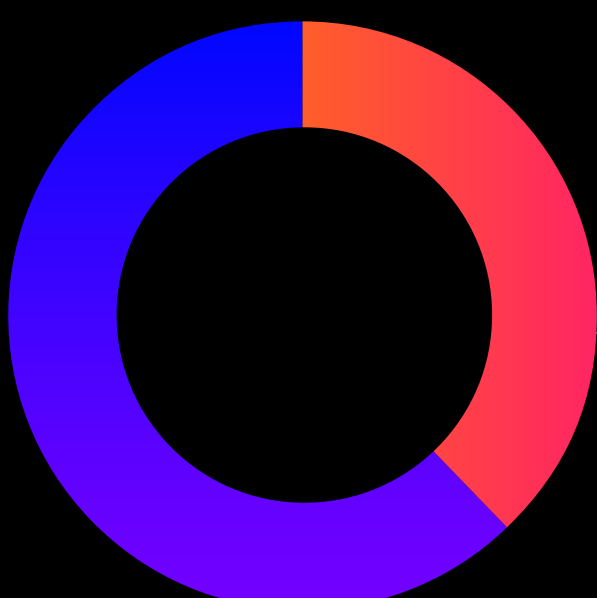
**1/3 OF AGENTS**



Right now, almost a third of agents are actively looking for a new job.

03

**BETTER PAY, A CLEAR PATH FOR CAREER GROWTH, AND MORE FLEXIBLE SCHEDULING OPTIONS MAKE THE GREATEST IMPACT ON RETENTION.**



**38%**



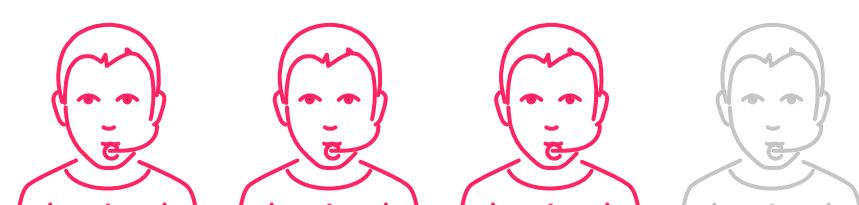
38% of organizations are investing little or no effort in retention – and most efforts focus instead on ineffective initiatives.

04

**SCHEDULING AT MOST ORGANIZATIONS DOES NOT COVER FLEX BREAKS, LUNCH TIMES, OR SPLIT SHIFT OPTIONS.**



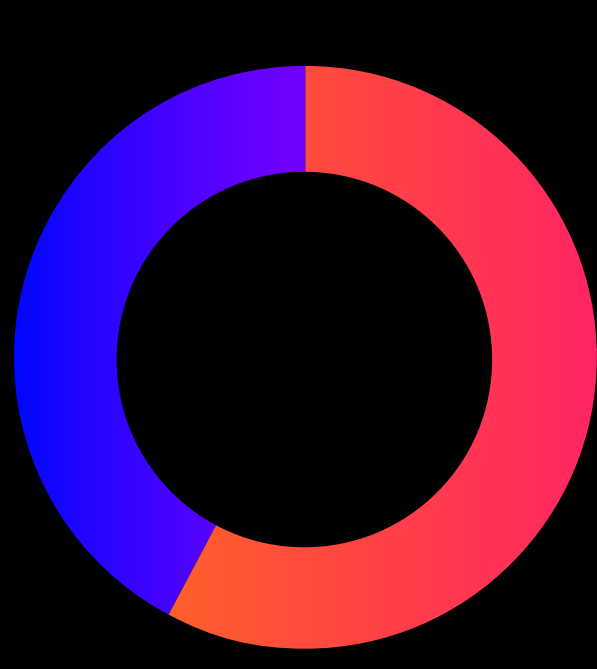
**3 OUT OF 4**



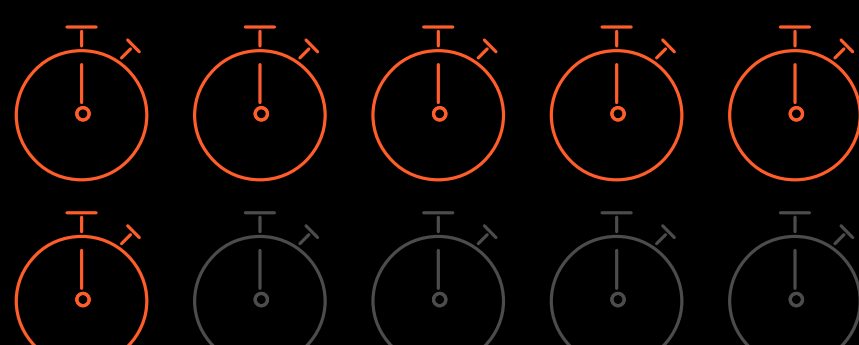
Three out of four agents call flexible scheduling a requirement.

05

**A CLEAR CAREER PATH FOR GROWTH WITH A COMPANY GOES A LONG WAY TO ENCOURAGE AGENT RETENTION**



**58%**



58% of agents feel they get very little from the company coaching sessions that should be bettering their skills.

### About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.