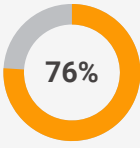


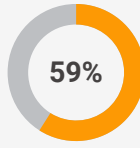
Contact Center Burnout and What You Can Do

"Burn-out is a syndrome resulting from chronic workplace stress that has not been successfully managed"

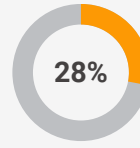
World Health Organization



76% of employees experience burnout on the job



59% of employees face some risk of burnout



28% of employees are on the brink of burnout

The stress and burnout experienced in call centers significantly affects agent performance and job satisfaction. By addressing these stressors, companies can enhance staff retention and deliver outstanding customer service.

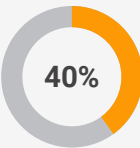
Most Common Causes

- | | |
|---|--|
| 1 High occupancy | 5 Being at the mercy of others |
| 2 Monotonous or unchallenging work | 6 Unfair treatment |
| 3 Unrealistic performance targets | 7 Dealing with angry customers |
| 4 Little self-determination | 8 Excessive unmanageable workload |

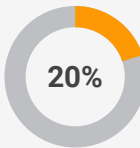
x2.3
of employees being treated unfairly are more likely to experience burnout

Consequences

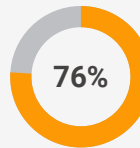
- | | |
|--|---|
| 1 Increased post-processing time or after-call work (ACW) | 4 Bad reputation |
| 2 Low productivity | 5 Accumulation of mistakes |
| 3 Low customer satisfaction | 6 Costs related to employee turnover |



40% The turnover rate for call center agents globally



20% Cost of replacing a frontline agent of their annual salary



76% of customers switch brands after poor customer experience

Actions to Mitigate Burnout with Workforce Management Software



Accurate forecasting to prevent both overwork and under activity



Multi-skill management to increase engagement and efficiency



Transparent time-off to support work-life balance



Flexible scheduling to enhance job satisfaction



Continuous training to support career growth and motivation



Shift bidding and swapping to promote autonomy and fairness



By using injixo, Thomas Cook reduced its occupancy rate from 93% to 86.5% on average across all departments, dramatically reducing burnout.



Download **Reducing Contact Center Employee Burnout: The Ultimate Guide**, as we set out to answer the following questions:

- What steps should leaders take to reduce burnout?
- What you can do to reduce burnout in your contact center?
- How can proper workforce management reduce burnout?

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