

## Best Practices

# Create a Better Contact Center Culture With Workforce Engagement Strategies and Technologies

Maintaining an engaged and experienced workforce is crucial for delivering excellent customer experiences. The recent shuffling of workers during the Great Resignation hit contact centers hard, and ordinarily predictable levels of turnover became alarmingly high.

But not all contact centers were affected equally, and companies with forward-thinking employee engagement strategies did better finding high-quality candidates who remained longer in their positions.

Contribute to this Best Practices installment with your recommendations for workforce engagement strategies that directly benefit agents and can build a culture of customer service agents that contribute to better CX.

*Live Roundtable Webcast: March 15, 2023*

Published in **May** CRM magazine | Content Due: **April 25, 2023** | Marketed in **May**

Also Marketed in May: ■ **Customer Data Platforms: Know Thy Customer**

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