

## Best Practices

# Agent Experience: Enhancing CX From the Inside Out

The average call center agent lasts less than 2 years at their position, and many contact centers experience much higher turnover rates. Retaining and nurturing a stable workforce of contact center agents have never been easy to do.

But something fundamental is happening in the world of work for these frequently under-appreciated representatives of our brands. Their roles will be prioritized in modern contact centers. AI self-service will offload the lower-value tasks, and agents will increasingly handle more complicated or high-value customer interactions, which require a better-trained workforce with excellent skills.

What are your recommendations to help our audience attract high-caliber agents, train and support them with consistent coaching, and maintain high levels of quality assurance, even in a remote work environment?

Contribute your expertise to this month's installment of our Best Practices series and help our readers build a better workforce.

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Also Marketed in November: ■ **Omnichannel Customer Experience**

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