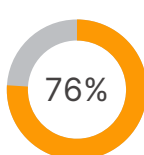


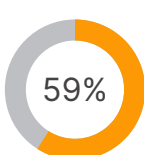
# Contact Center Burnout and What You Can Do

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

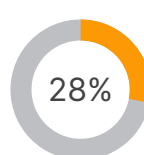
World Health Organization



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.

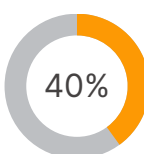
## Most Common Causes

- |                                    |                                   |
|------------------------------------|-----------------------------------|
| 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 |

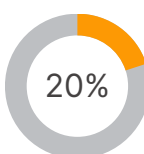
**x2.3**  
of employees being treated unfairly are more likely to experience burnout

## Consequences

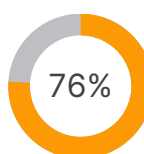
- |   |                                      |
|---|--------------------------------------|
| 1 Increased post-processing time or after-call work (ACW) | 4 Bad reputation                     |
| 2 Low productivity  | 5 Accumulation of mistakes           |
| 3 Low customer satisfaction                               | 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 as a Leader



**Recognize signals**  
to intervene early and empathetically



**Address unfair treatment**  
to bolster team morale and trust



**Avoid micromanagement**  
foster a sense of autonomy



**Set realistic goals**  
to boost motivation and productivity



**Improve communication**  
to ensure roles and tasks are clear



**Invest in professional software**  
to avoid burnout right from the planning stage

## 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 Peopleware, Thomas Cook reduced its occupancy rate from 93% to 86.5% on average across all departments, dramatically reducing burnout."*

eBook

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?

[Download](#)