



## WORKFLEX AGENT SURVEY

\* 1. Your Demographic Profile: Which demographic description below do you think best describes you, and when were you born? (Requires an answer from each column)

- |   |  |
|---|--|
| <input type="checkbox"/> Centennial (Gen Z) | <input type="checkbox"/> 2004 or later   |
| <input type="checkbox"/> Millennial         | <input type="checkbox"/> 1984 - 2003     |
| <input type="checkbox"/> Gen X              | <input type="checkbox"/> 1965 - 1983     |
| <input type="checkbox"/> Baby Boomer        | <input type="checkbox"/> 1946 - 1964     |
| <input type="checkbox"/> Silent Generation  | <input type="checkbox"/> 1945 or earlier |

\* 2. Your Work Environment & Work Experience (Please check all that apply to you)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> I work in my company's contact center | <input type="checkbox"/> I have been an agent for less than 1 year      | <input type="checkbox"/> My company has between 101-500 agents     |
| <input type="checkbox"/> I work from home                      | <input type="checkbox"/> I have been an agent for between 1 and 3 years | <input type="checkbox"/> My company has between 501-3000 agents    |
| <input type="checkbox"/> I work part-time                      | <input type="checkbox"/> I have been an agent for between 3 and 5 years | <input type="checkbox"/> My company has between 3001-10,000 agents |
| <input type="checkbox"/> I work full-time                      | <input type="checkbox"/> I have been an agent for more than 5 years     | <input type="checkbox"/> My company has more than 10,000 agents    |

\* 3. Employee Empowerment (Please answer each question)

	Yes	No	I Don't Know
Do you feel that employee empowerment is important to your company?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your company do a "voice of the employee" (VOE) survey?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your company's (VOE) survey include questions regarding work-life balance (scheduling flexibility)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does your company provide results of VOE surveys?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you feel that your company takes meaningful action(s) to address employee concerns raised in VOE surveys?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 4. Scheduling Flexibility While **At Work**: How easy is it for you to do each of the following things when you are at work?

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	I Don't know - I Have Never Tried to Do This
View your schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Predefine preferred way(s) to being reached when you are off shift (e.g. email, text message, social media)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Predefine time periods of interest for extra time, or time off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be alerted of schedule-change opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accept company offered schedule-change opportunities with instant confirmation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take time off your schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add time to your schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take time off and make it up at another time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swap shifts with another agent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change your scheduled work activity (e.g. from answering phones to doing email)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View your Key Performance Indicators (KPI's)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 5. Scheduling Flexibility While **Not at Work**: How easy is it for you to do each of the following things when you are not at work?

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	I Don't know - I Have Never Tried to Do This
View your schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Predefine preferred way(s) to being reached when you are off shift (e.g. email, text message, social media)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Predefine time periods of interest for extra time, or time off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be alerted of schedule-change opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accept company offered schedule change opportunities with instant confirmation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take time off your schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add time your schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take time off and make it up at another time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swap shifts with another agent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change your scheduled work activity (e.g. from answering phones to doing email)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View your Key Performance Indicators (KPI's)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 6. Value of Scheduling Flexibility Versus Wage Incentives (Please provide an answer to each question below)

	Yes	No
Schedule-change (work-life balance) empowerment is more important to me than pay or career advancement opportunities	<input type="radio"/>	<input type="radio"/>
I consider schedule-change empowerment to be a primary decision criteria when selecting my next employer	<input type="radio"/>	<input type="radio"/>
I would accept a modest reduction in pay in return for schedule-change empowerment	<input type="radio"/>	<input type="radio"/>
If offered the choice would select a lower annual pay increase in return for schedule change empowerment	<input type="radio"/>	<input type="radio"/>
I would change employers if the new employer offered the same pay but with considerably more schedule-change empowerment	<input type="radio"/>	<input type="radio"/>
I would change employers if the new employer offered more pay but with with less schedule-change empowerment	<input type="radio"/>	<input type="radio"/>

\* 7. What schedule-change request restrictions does your company currently have (Please select all that apply)

- There is a maximum number of change-requests that I can make in a week or in a month
- I need to provide a minimum advanced notice for all schedule-change requests
- I can only use vacation time for time-off requests
- None of the above

\* 8. How much more likely would you be to recommend your company as a place to work if they provided you with a high level of work-life-balance empowerment (e.g. provided you with a mobile app that lets you preview/select pre-approved schedule changes anywhere/anytime with instant confirmation)?

- No More Likely
- Somewhat More Likely
- Much More likely

Why

\* 9. How much longer do you think you would stay employed with your current employer if you were provided with a high level of schedule-change empowerment (e.g. a company mobile app that empowered you with the ability to preview and select pre-approved schedule changes with instant confirmation)?

- Increasing schedule-change empowerment would have no impact how long I would stay with employment with my current employer.
- I would likely stay with my current employer between 1 and 3 months longer
- I would likely stay with my current employer 3-6 months longer
- I would likely stay with my current employer 6-12 months longer
- I would likely stay with my current employer more than 12 months longer

\* 10. Gamification (Please answer each question below)

	Yes	No
Do you know what Gamification is?	<input type="radio"/>	<input type="radio"/>
Does your company currently offer a Gamification program ?	<input type="radio"/>	<input type="radio"/>
Do you think Gamification programs increase employee engagement and performance	<input type="radio"/>	<input type="radio"/>
Would a Gamification program would be more meaningful to you if it included the ability for you to accrue points for accepting certain schedule-change opportunities	<input type="radio"/>	<input type="radio"/>
Would a Gamification program would be more meaningful to you if it included the ability for you to redeem points to increase your schedule-change empowerment - e.g. instant schedule-change request approval versus having to wait for manual review?	<input type="radio"/>	<input type="radio"/>