

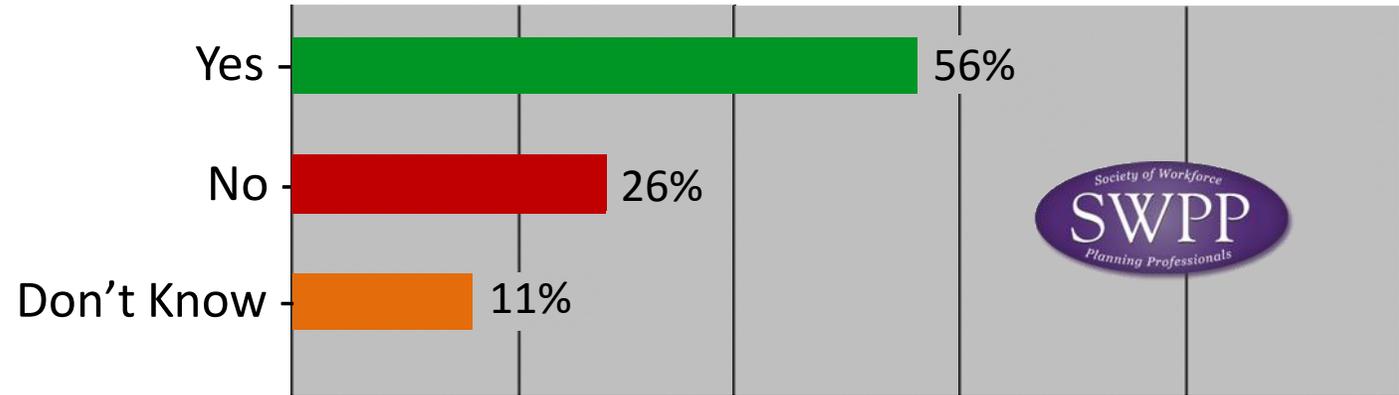
Results Comparison: SWPP Membership Survey and WorkFlex Agent Survey



Purpose

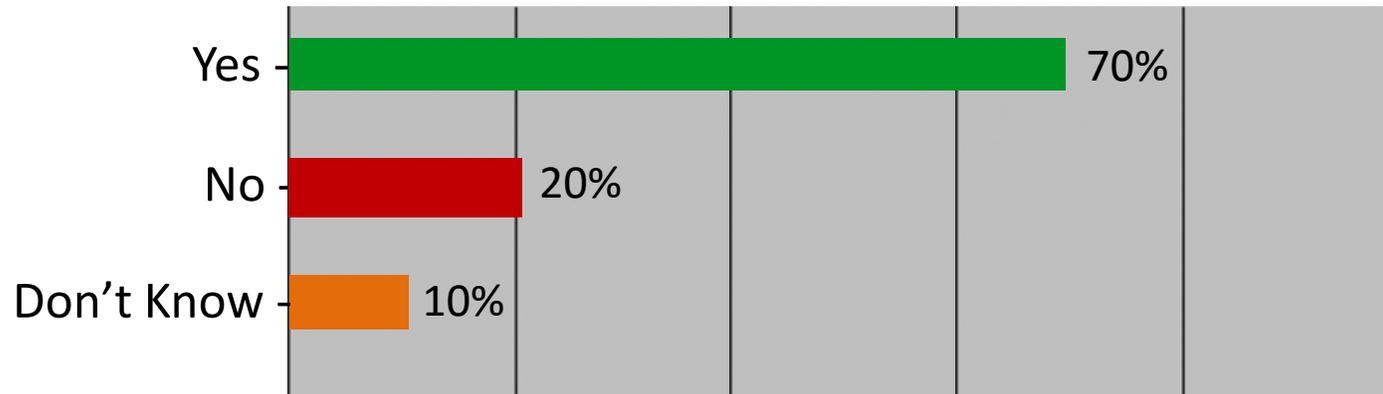
- Understand the relative importance of schedule-change empowerment relative to wage incentives for agent retention.
- Compare WorkFlex agent survey results (**what *agents* think**) versus SWPP survey results (**what management *thinks* agents think**).

Most Companies Have an Agent Engagement Initiative



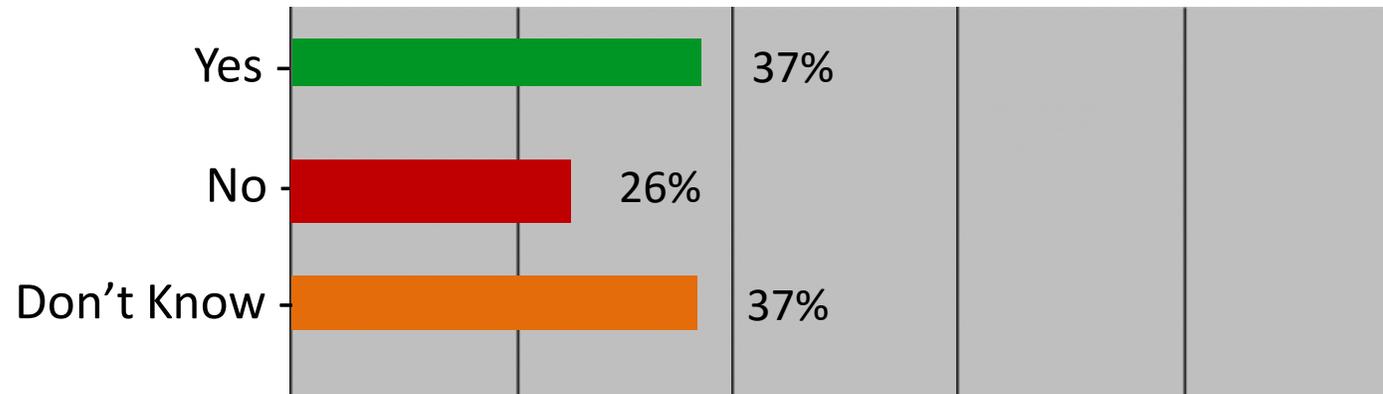
Does your company have a strategic initiative to improve agent engagement ?

Employee View of Company Empowerment Programs



Do you feel employee empowerment is important to your company?

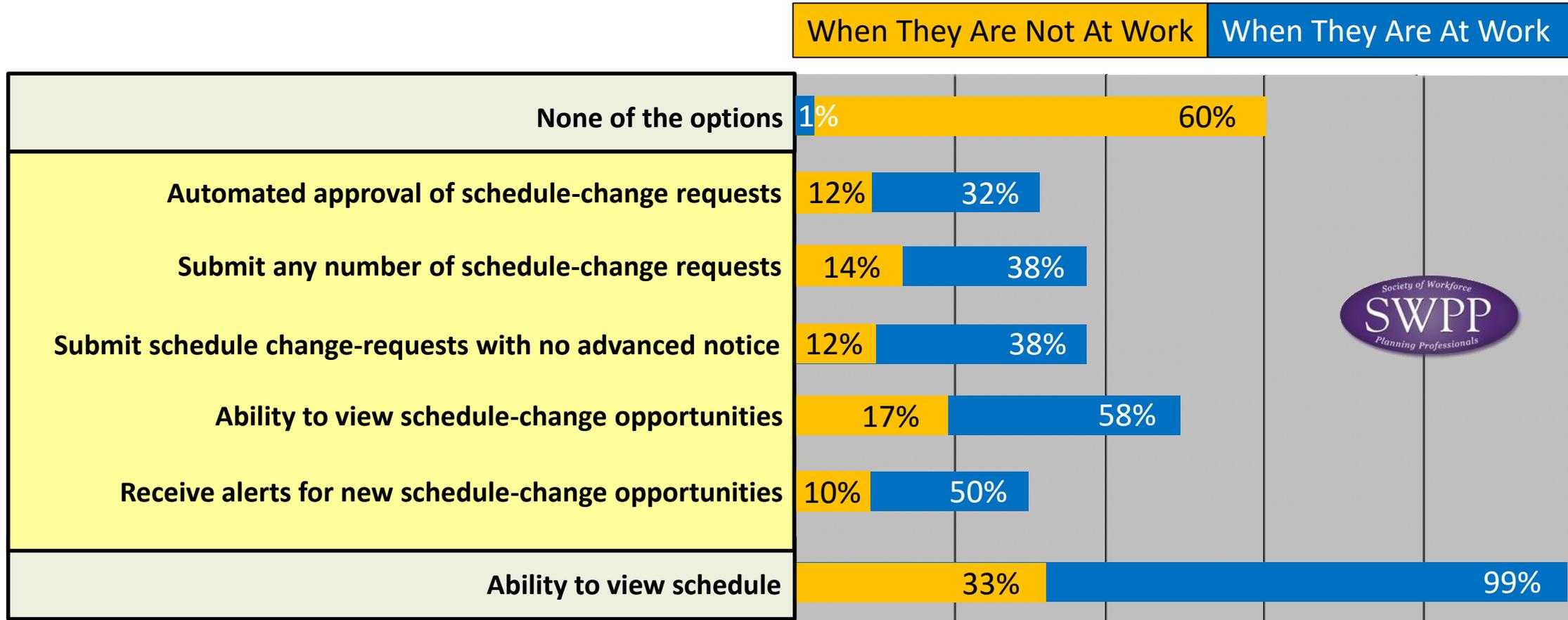
70% of employees think their company is focused on employee empowerment



Do you feel your company takes meaningful action to address employee concerns raised in VOE surveys?

But less than 40% think their company is taking meaningful action from VOE surveys

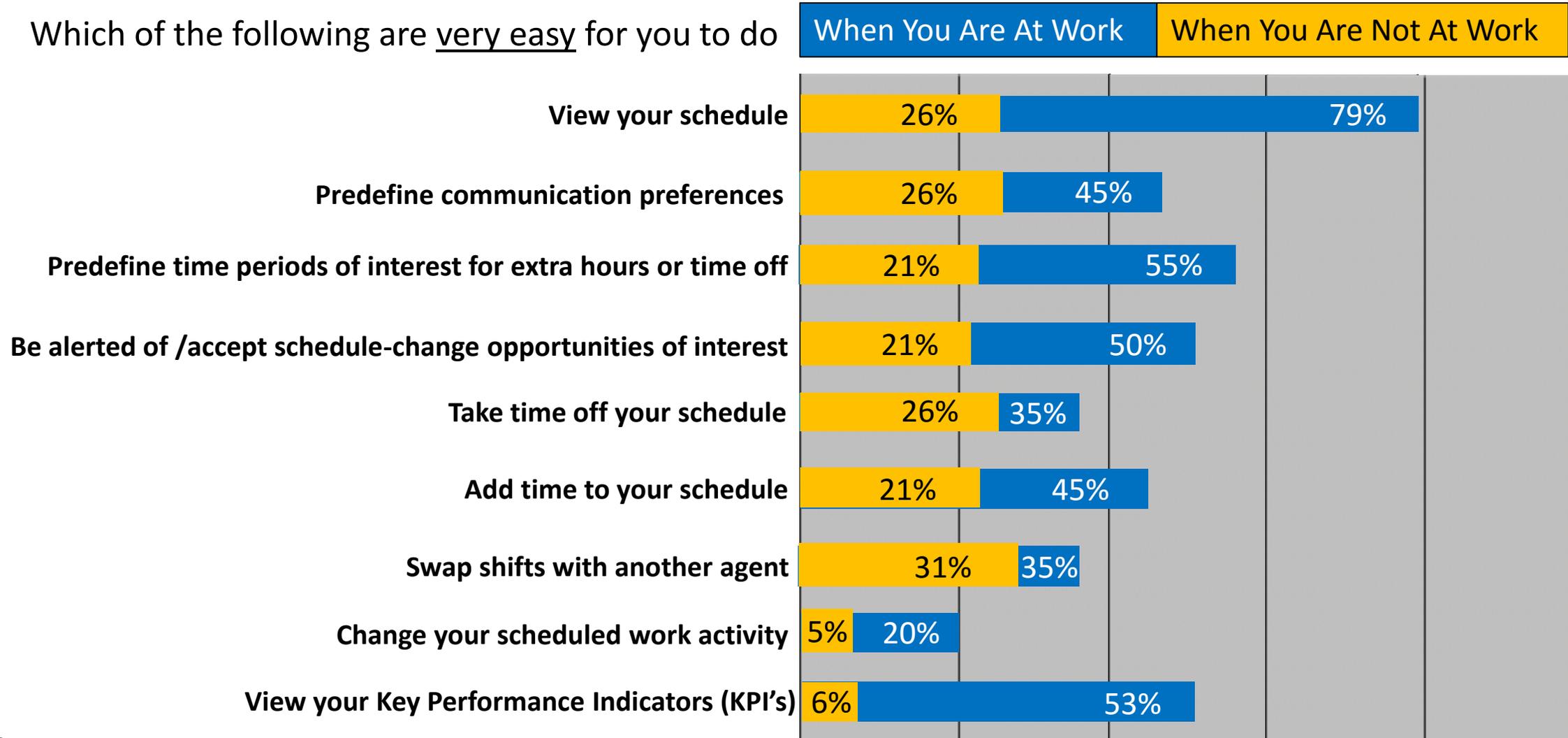
Schedule-Change Empowerment Options by Agent Location



Which of the following schedule-change empowerment capabilities do you currently offer your agents?

Scheduling Flexibility At & Not At Work: Agent Perspective

Which of the following are very easy for you to do



SWPP Survey Question - Empowerment Versus Wages

Yes, for up to a \$1.00/hour reduction in pay

Yes, for up to a \$0.50/hour reduction in pay

Yes, for up to a \$0.25/hour reduction in pay

Yes, for up to a \$0.10/hour reduction in pay

No

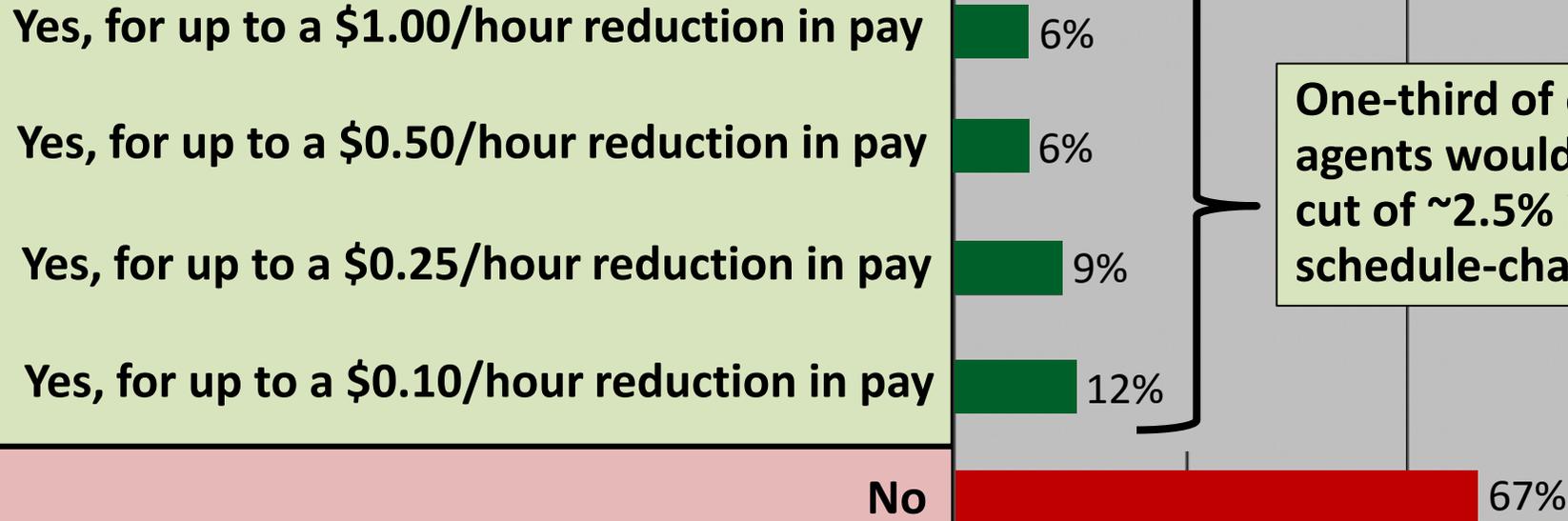
Assume the average current wage of a contact center worker at your company is \$15.25 per hour.

Would your current staff be willing to earn a lower wage in return for schedule-change empowerment?



Value of Schedule-Change Empowerment: Current Staff

Current Employees (Agent Retention Value)

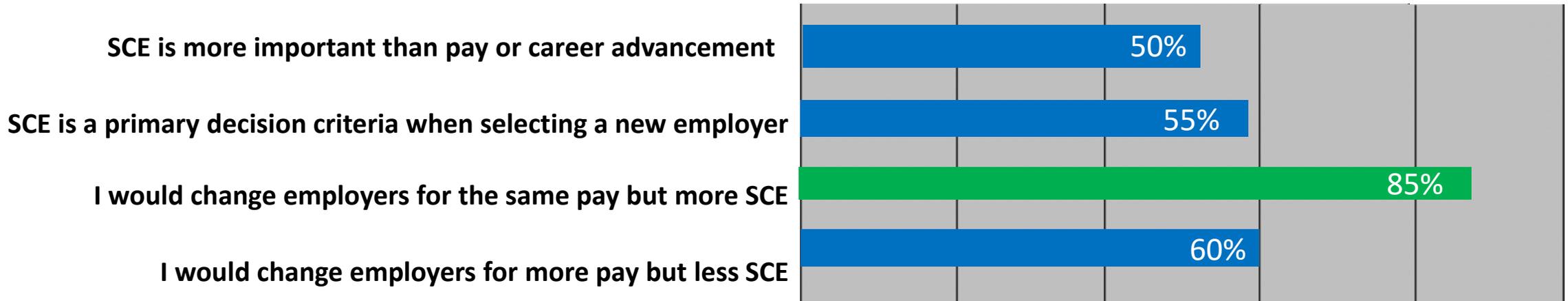


One-third of of companies say their agents would accept an average pay cut of ~2.5% in return for schedule-change empowerment.



Agent willingness to accept a pay cut in return for schedule-change empowerment

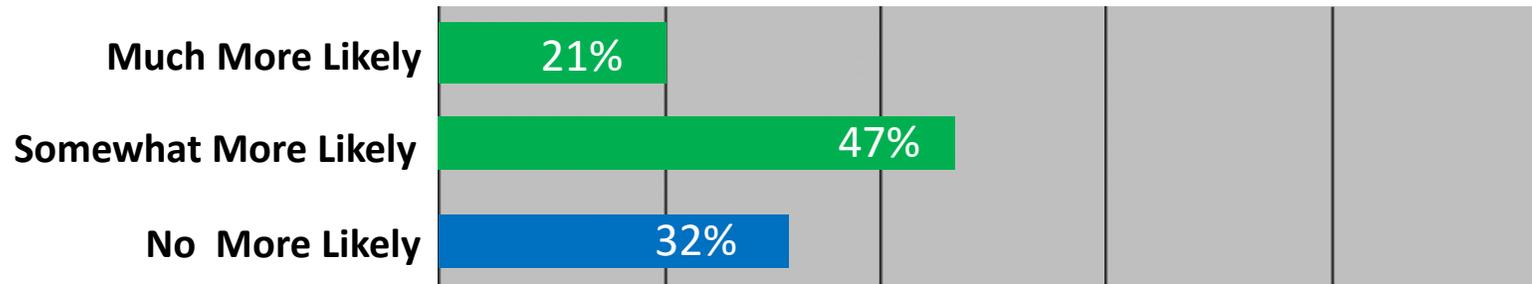
Value of Schedule-Change Empowerment: Agent View



Which of the above statements regarding schedule-change empowerment (SCE) do you agree with?

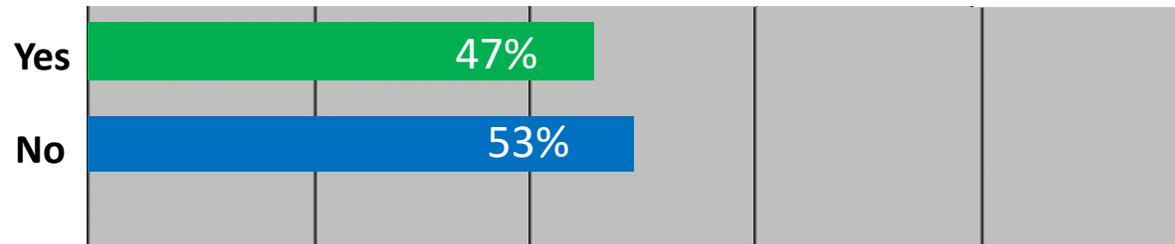
Schedule-change empowerment is a more powerful recruitment incentive than wages

Value of Schedule-Change Empowerment: Agent View



68% of agents are more likely to recommend your company as a place to work

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 schedule-change empowerment?



78% of agents responding yes said they would stay more than 12 months longer

Would you stay with your company longer if they provided you with a high level of schedule-change empowerment?

Schedule-change empowerment is a powerful retention driver