



How Schedule Complexity and Employee Empowerment Belong to the Same Conversation

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About me

- Remote in South Carolina
- Former Calabrio customer
- 14 years in the contact center industry



Ask Me Anything!



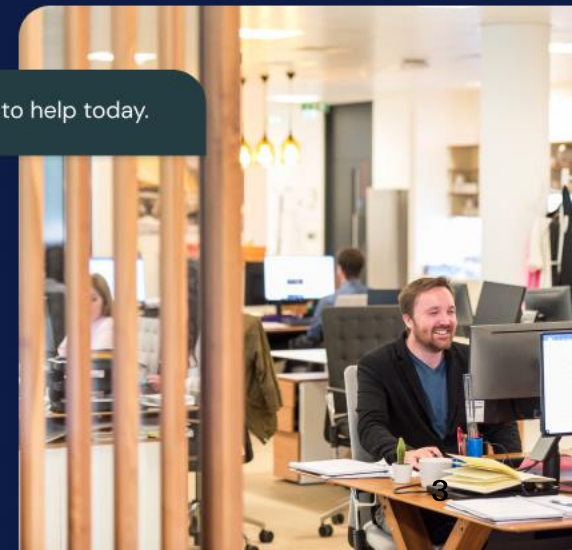
Feel free to drop
your questions in the
chat



 Call Recording

Thanks for the help!

Glad to help today.



The High-Stakes Balancing Act

The challenge: Balancing operational efficiency with employee empowerment

74% of contact center leaders say employee engagement directly impacts customer satisfaction. (Source: ICMI)

The risk: Impact of understaffing on customer experience, agent well-being, and business outcomes

58% of customers say long wait times are their biggest frustration when contacting customer service. (Source: Zendesk)

- Average hold times have increased by 50% post-pandemic due to staffing challenges. (Source: Call Centre Helper)
- 30% of agents cite burnout as their top reason for leaving a contact center role. (Source: CX Benchmark)
- Contact centers with high attrition see CSAT scores drop by 10-15%. (Source: SQM Group)
- Agents working excessive overtime are 2.4 times more likely to experience burnout, leading to higher absenteeism and turnover. (Source: Gallup)

Common Warning Signs of Understaffing

Rising hold times & abandonment rates

Increased agent burnout & attrition

Declining customer satisfaction scores

Frequent scheduling conflicts & overtime reliance

Why Traditional Workforce Planning Falls Short

- Static scheduling vs. dynamic workforce planning
- The pitfalls of reactive staffing decisions
- How outdated forecasting methods create staffing gaps

Over 30% of workforce planning teams say they are "reactive" rather than proactive. (Source: SWPP Survey)

61% of contact centers say they still rely on spreadsheets for scheduling, leading to inefficiencies. (Source: Deloitte)

Only 43% of organizations believe their forecasting is accurate within 5% of actual demand. (Source: Aberdeen Group)

Reframing the Conversation



Myth: Efficiency vs. Empowerment is a trade-off

Reality: They're two sides of the same strategic coin

The Downward Spiral



The Cost of Getting it Wrong

2025 State of the Contact Center Report

98%  of contact centers are utilizing AI technologies

61% of contact center leaders report an increase in emotionally charged customer interactions over the past year

64%  of organizations are not prioritizing training in emotional intelligence or social interaction for their agents

59% of contact centers fail to provide ongoing coaching and support to help agents navigate AI-driven workflows

32%  of contact center leaders cite agent distrust in AI as a significant issue

Agent Churn Rate:

Contact centers often face 30–45% annual turnover. Replacing an agent can cost \$10,000–\$20,000 when you factor in recruiting, onboarding, and training.

Customer Experience Impact:

High churn leads to inconsistent service, lower CSAT/NPS scores, and poor first-call resolution (FCR). Inexperienced agents = lower trust and more escalations.

• Operational Inefficiencies:

Manual scheduling, reactive staffing, and burnout-driven absenteeism create service gaps, overtime costs, and missed KPIs.

Agent Self-Scheduling: A Win-Win for Everyone

- 72% of agents say schedule flexibility is a key factor in job satisfaction. (Source: CCW Digital)
- Self-scheduling can reduce absenteeism by 20% and improve shift coverage. (Source: CCW Digital)
- Contact centers that offer flexible scheduling see 30% lower attrition rates. (Source: Mercer)
- Empowering agents with control over their schedules
- Benefits: Increased engagement, reduced absenteeism, and better coverage
- Real-world success: How a customer reduced understaffing through self-scheduling

Online Shoe Retailer Reduces Attrition with Self-Scheduling and Shift Bidding



Challenge

- Looking for a cloud-based WFM platform for functionality and scalability
- Needed to provide employees with the schedule they desire while ensuring operational efficiency
- Looking for a solution that fits the company purpose: to live and deliver WOW to employees and customers

Calabrio ONE Solution

- Data from Calabrio has helped this organization understand employee preferences and sentiment
- Calabrio has automated and streamlined scheduling processes, providing more flexibility and efficiency
- Self-scheduling within WFM allows employees to pick schedules where there is a need



Results

- Reduced employee attrition due to scheduling to 0%
- Increased efficiency in scheduling and forecasting, reducing manual effort and errors
- Higher employee satisfaction and retention rates using Calabrio scheduling tools and focusing on employee preferences and autonomy

** To hear more about this story, listen to the interview: <https://podcasts.apple.com/us/podcast/successful-agent-self-scheduling-with-precious-bucher/id1467998499?i=1000630173754>

- 60% of workforce planning tasks can be automated, freeing up managers for strategic work. (Source: McKinsey)
- AI-driven scheduling can reduce scheduling conflicts by up to 40%. (Source: Gartner)
- Companies using AI-powered workforce management see an average 10% improvement in SLAs. (Source: Forrester)

Leveraging AI & Automation for Smarter Decisions

Automating shift swaps & schedule adjustments

AI-powered insights for proactive planning

Example: How automation reduces administrative burden & improves agility

Creating a Culture of Workforce Flexibility

- 83% of contact center agents say having more control over their schedules reduces stress. (Source: Gallup)
- Companies that prioritize agent empowerment report **23% higher productivity**. (Source: Harvard Business Review)
- Organizations with flexible workforce policies see a **15% boost in employee retention**. (Source: SHRM)

Strategies for empowering agents while maintaining service levels

The role of leadership in fostering adaptability

Real-life example of a company successfully balancing flexibility & efficiency

Creating a Culture of Partnerships Calabrio

HR

TRAINING

MARKETING

FINANCE

PRODUCT

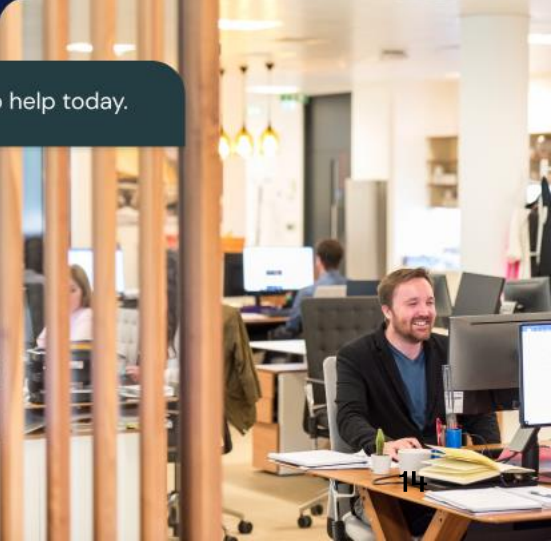
OPERATIONS



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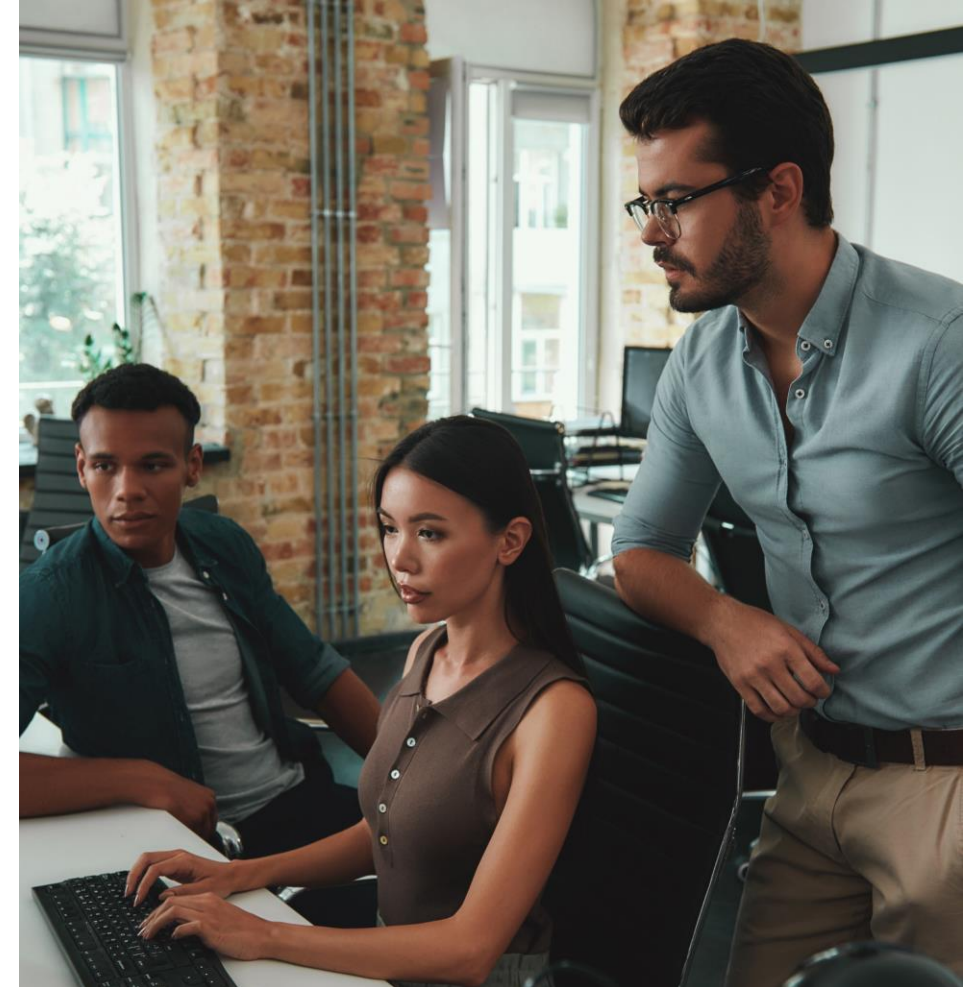
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Transform Your WFO Strategy Today

- ✓ Leverage automation to eliminate manual inefficiencies
- ✓ Prioritize flexibility to improve retention and performance
- ✓ Use data insights to continuously optimize staffing and engagement

Audit your current WFO strategy—where can you empower your agents more?



Your Turn—Ask Me Anything!



Any Questions?

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Call Recording

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Let's Keep the Conversation Going

Thank you!

For questions, please reach out to
Florian.Garnier@calabrio.com