



How Schedule Complexity and Employee Empowerment Belong to the Same Conversation

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About me

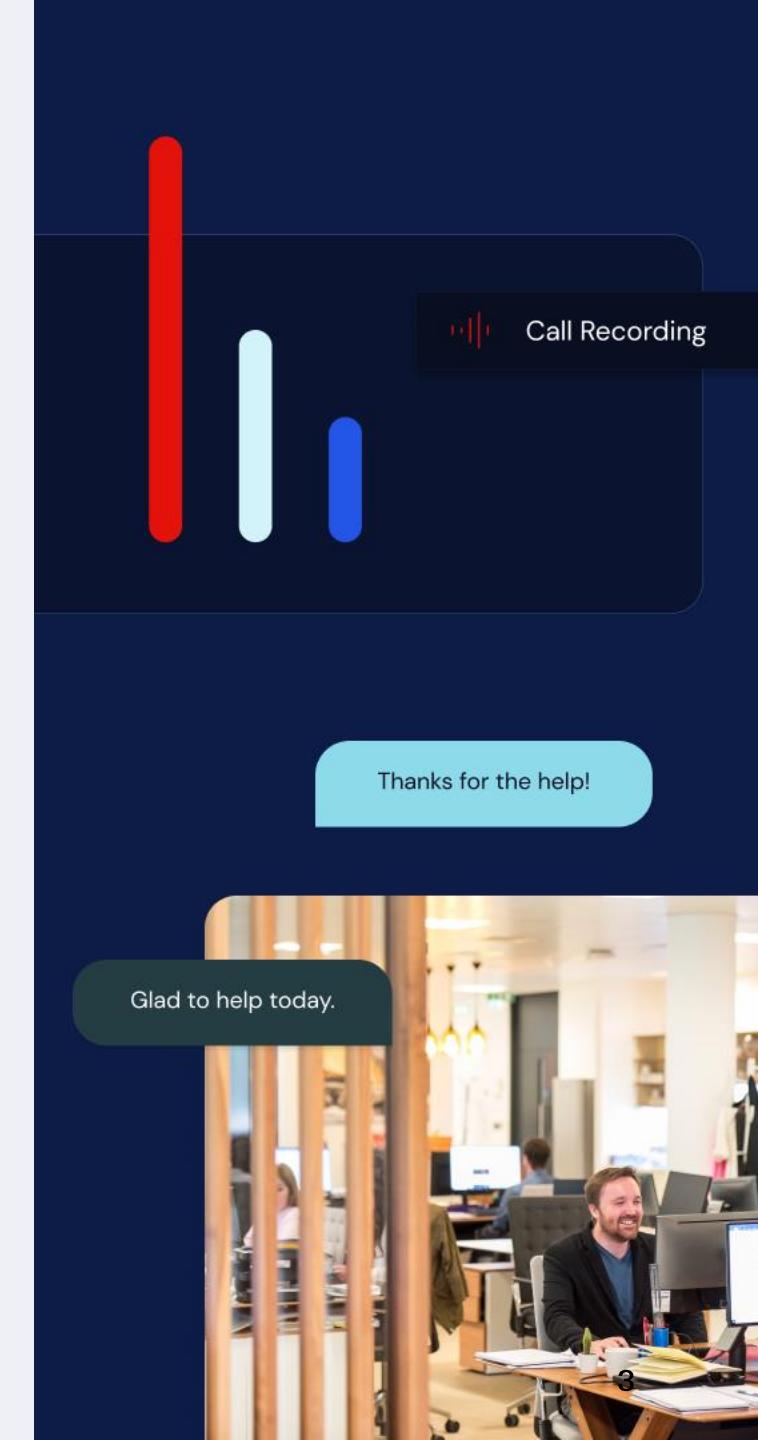
- Remote in South Carolina
- Former Calabrio customer
- 14 years in the contact center industry



Ask Me Anything!



Feel free to drop
your questions in the
chat



The High-Stakes Balancing Act



The challenge: Balancing operational efficiency with employee empowerment

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

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

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- How outdated forecasting methods create staffing gaps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)

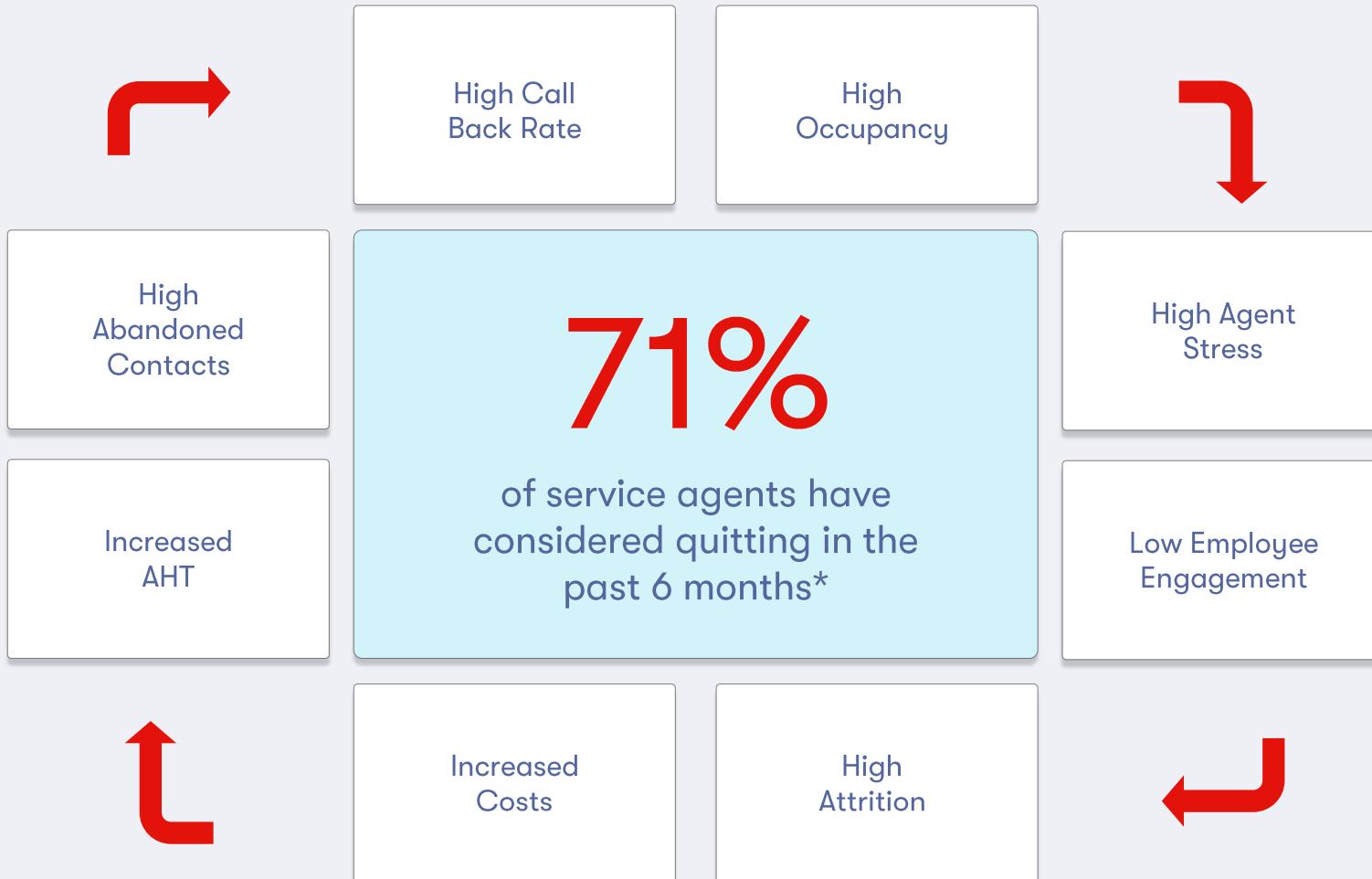
Reframing the Conversation



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



HR

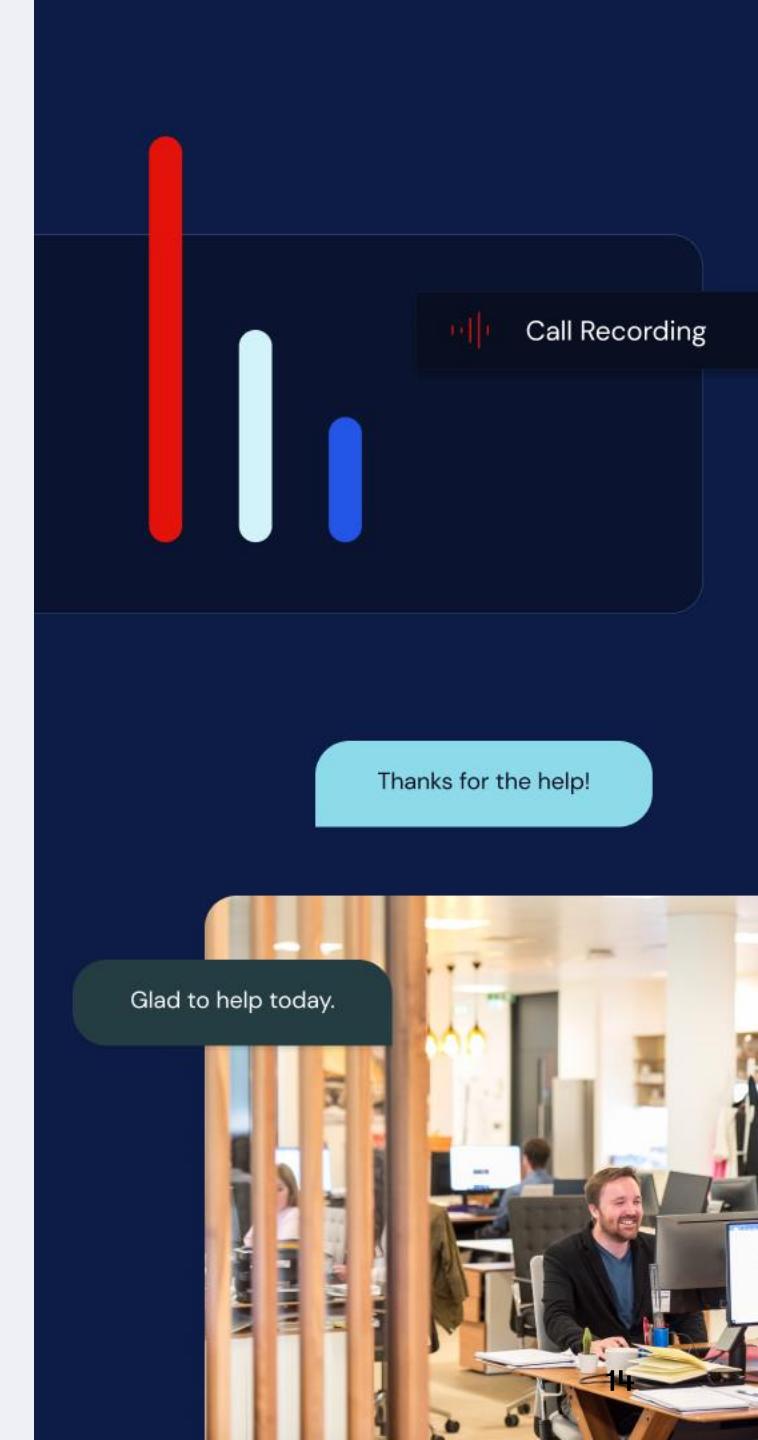
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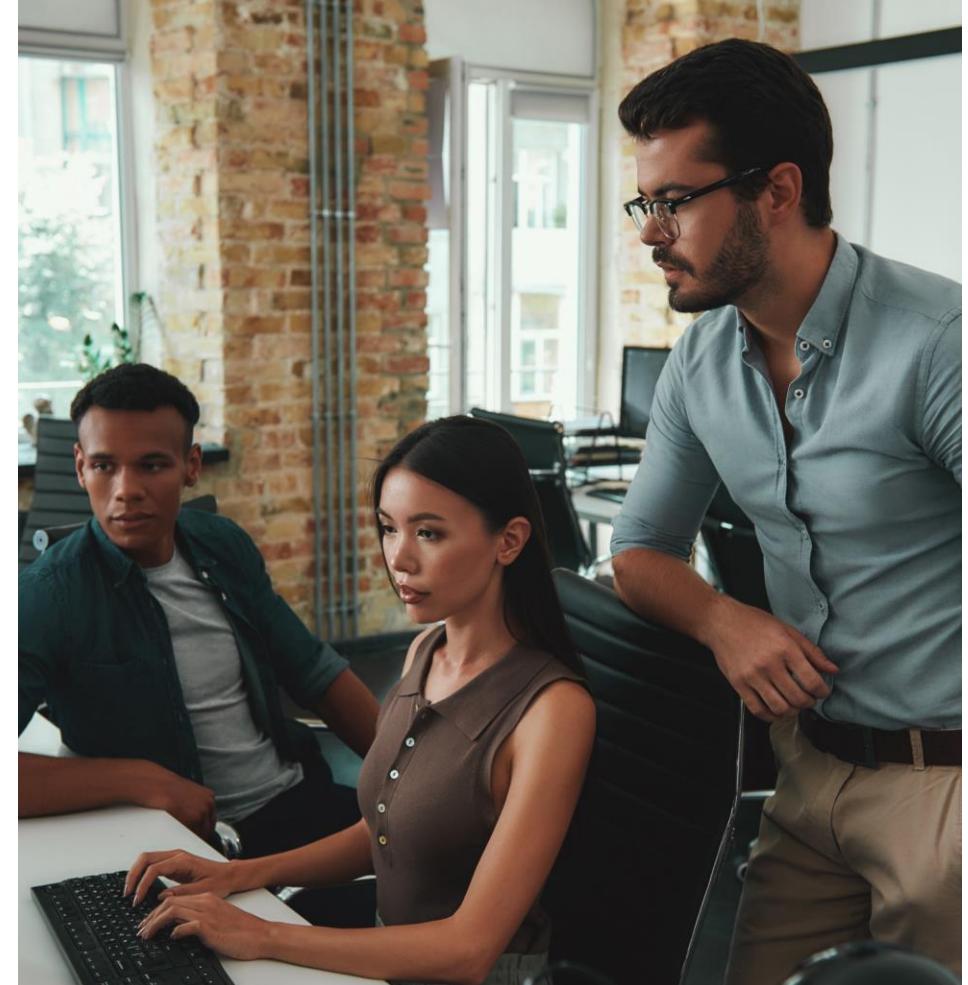
OPERATIONS



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

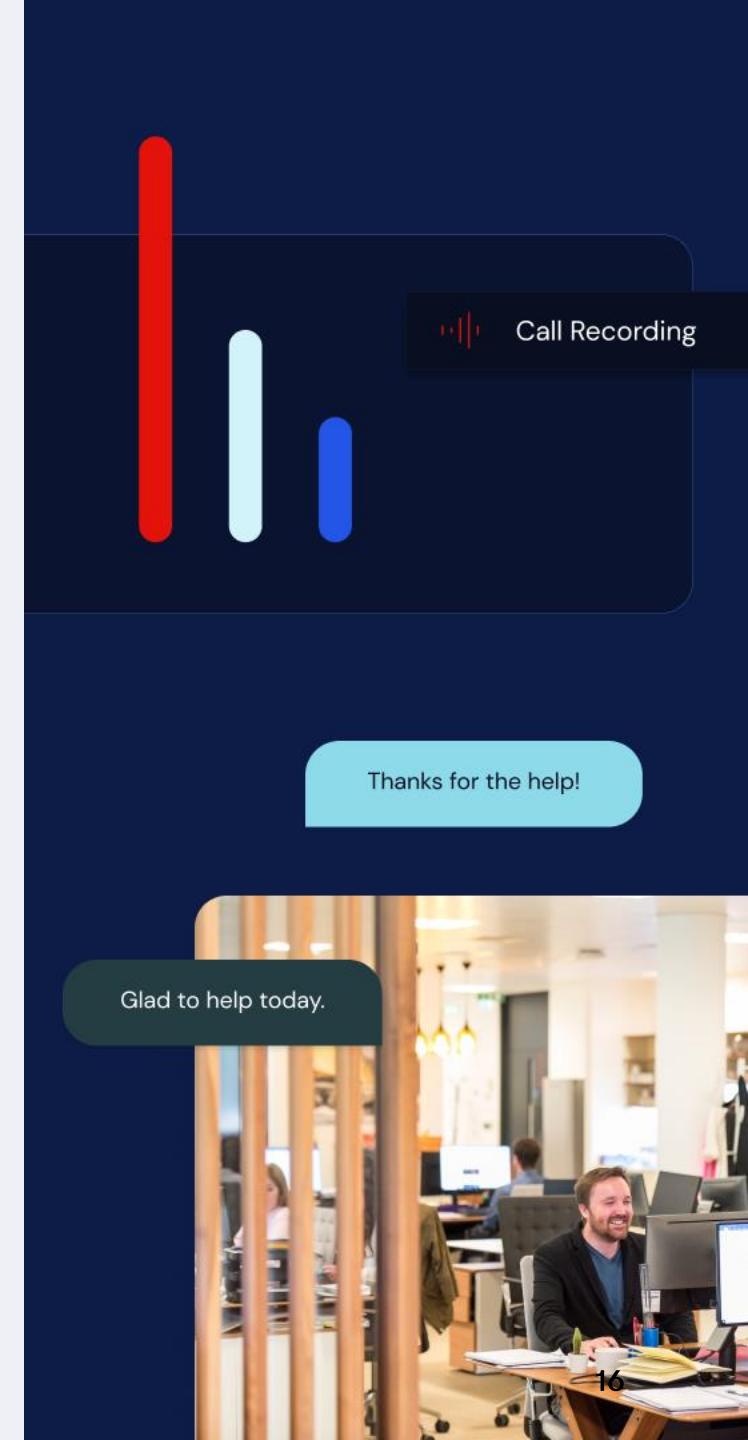
Audit your current WFO strategy—where can you empower your agents more?



Your Turn—Ask Me Anything!



Any Questions?



Let's Keep the Conversation Going



Thank you!

For questions, please reach out to
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