

AGENT RETENTION PROGRAM

Intent to Quit Diagnostic



Organizations across the globe have been significantly challenged with higher rates of attrition over the past several months, and many are wondering whether this trend will continue. While leaders across industries struggle to understand and address these high attrition rates, it is becoming increasingly important to have insight into employee engagement and their intent to quit.

As part of our *Agent Retention Program*, J.D. Power is pleased to provide contact center organizations with the **Intent to Quit Diagnostic**. This tool explores the extent to which meaningful work and grind are influencing employees' intent to quit and inhibiting engagement with customers.

HOW IT WORKS

Our team leverages a 5-minute internal survey that measures the following:



OPPORTUNITY FOR
MEANINGFUL WORK



PERCEIVED LEVEL
OF GRIND



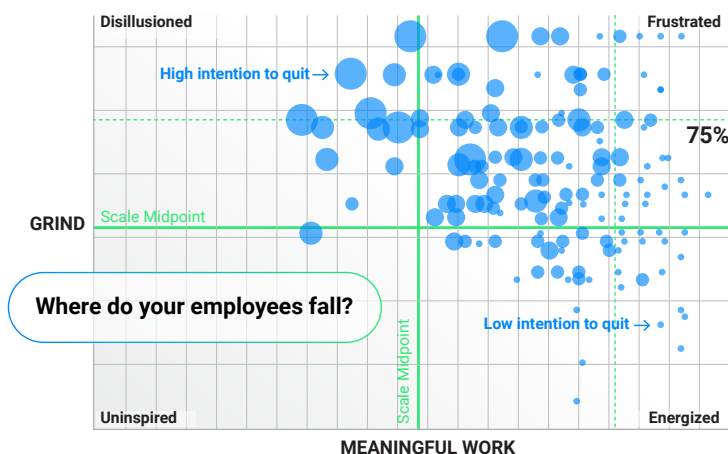
INTENT TO ENGAGE
WITH CUSTOMERS



INTENT TO
QUIT

We then evaluate these results to provide a clear view of the employee retention landscape with powerful discussion points about the high-level causes of disengagement. These insights can then be leveraged to prioritize current and future actions and change course.

Grind, Meaningful Work, Quit Intention



WHERE DO YOUR EMPLOYEES FALL?

The graph plots employees based upon their current levels of meaningful work and grind. The size of the dot indicates the employee's intent to quit. The larger the dot, the higher the intent to quit. A higher intent to quit correlates with a lower intent to engage with customers, and both are leading indicators of employee attrition and performance.