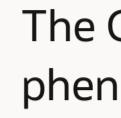




## Customer Service

# 5 ways to keep customer service agents from joining the Great Resignation

April 15, 2022 | 3 minute read



Lorrie Meyer

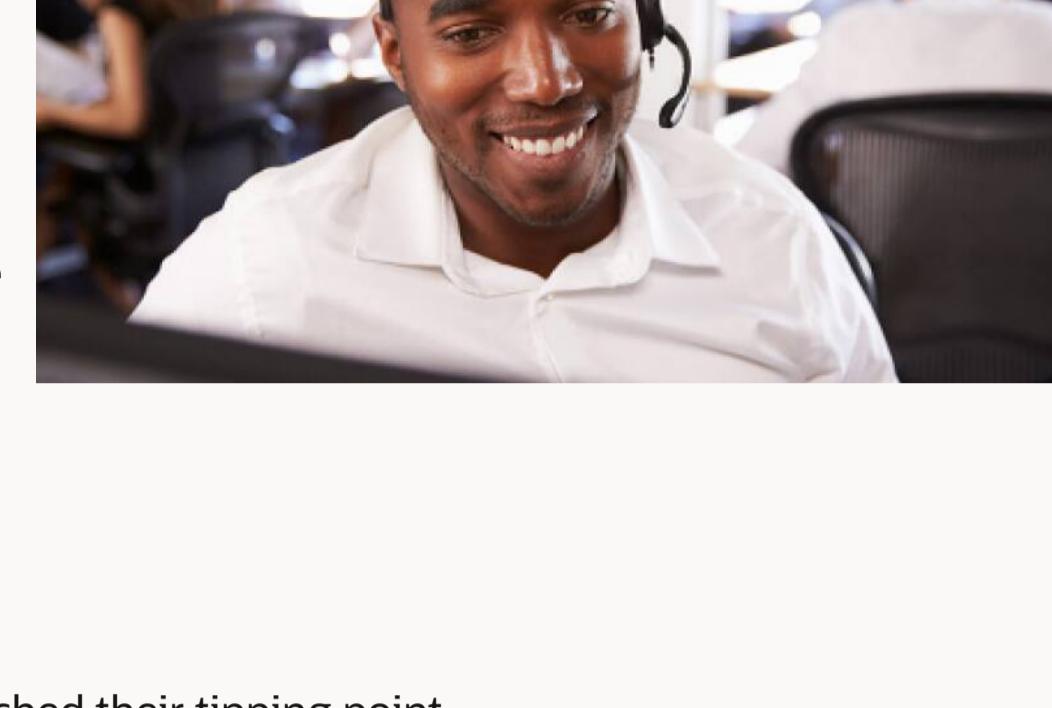
Senior Content Marketing Strategist, Oracle Advertising and CX

The Great Resignation. The big quit. Both are names for the current phenomenon that's affecting just about every industry.

Employees are resigning in droves because their jobs are negatively impacting their mental and physical health, work/life balance, and overall happiness—but it's hitting [customer service](#) particularly hard.

The reasons aren't difficult to figure out. Most agents are feeling the effects of:

- Acute stress
- Limited technology
- Job dissatisfaction



Add low pay to the list, and many customer service agents have reached their tipping point.

While salary is something that only management can address, outdated technology, job dissatisfaction, and stress are directly tied to the [agent experience](#). And that's something every service organization can improve with the right strategies and [call center software](#).

## How to assess your customer service agent experience

First, ask your team how empowered, satisfied, efficient, and productive they feel. Then find out whether your service reps have the tools they need to help customers quickly—or if they face challenges every step of the way. The answers to these questions will tell you whether your agent experience is good or bad.

Once you've surveyed your employees, you're ready to start creating a better work experience for them.

Here are five ways you can help your agents feel happier on the job.

### 1. Automation and self-service

Answering the same simple questions day after day can be demotivating to the skilled agents you want to retain. By using chatbots, decision automation, and robotic process automation, you'll improve the customer experience and free up agents to engage in more meaningful customer support.

### 2. Contact center metrics

Metrics that reflect the value of service to your customers, like after-call surveys and first-call resolution, will give you better performance insights than average handle time. These metrics will also let agents know that you understand and value their skills.

### 3. Simplified, connected systems

You can relieve one of the biggest agent frustrations by integrating systems and providing a simple, streamlined interface for your team. This will empower your agents to help customers more quickly and feel greater job satisfaction in the process.

### 4. Data integration

Unified customer and business data allows agents to cross-sell and upsell to customers, personalize interactions, and anticipate customer needs based on the information in their profiles. By expanding their role beyond issue resolution, you can develop your agents' skills and create more job fulfillment.

### 5. Agent experience feedback

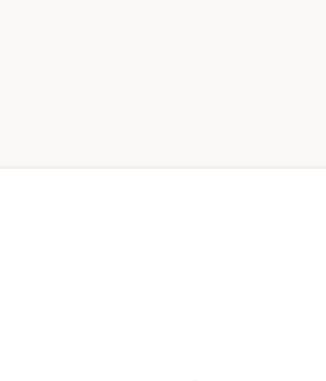
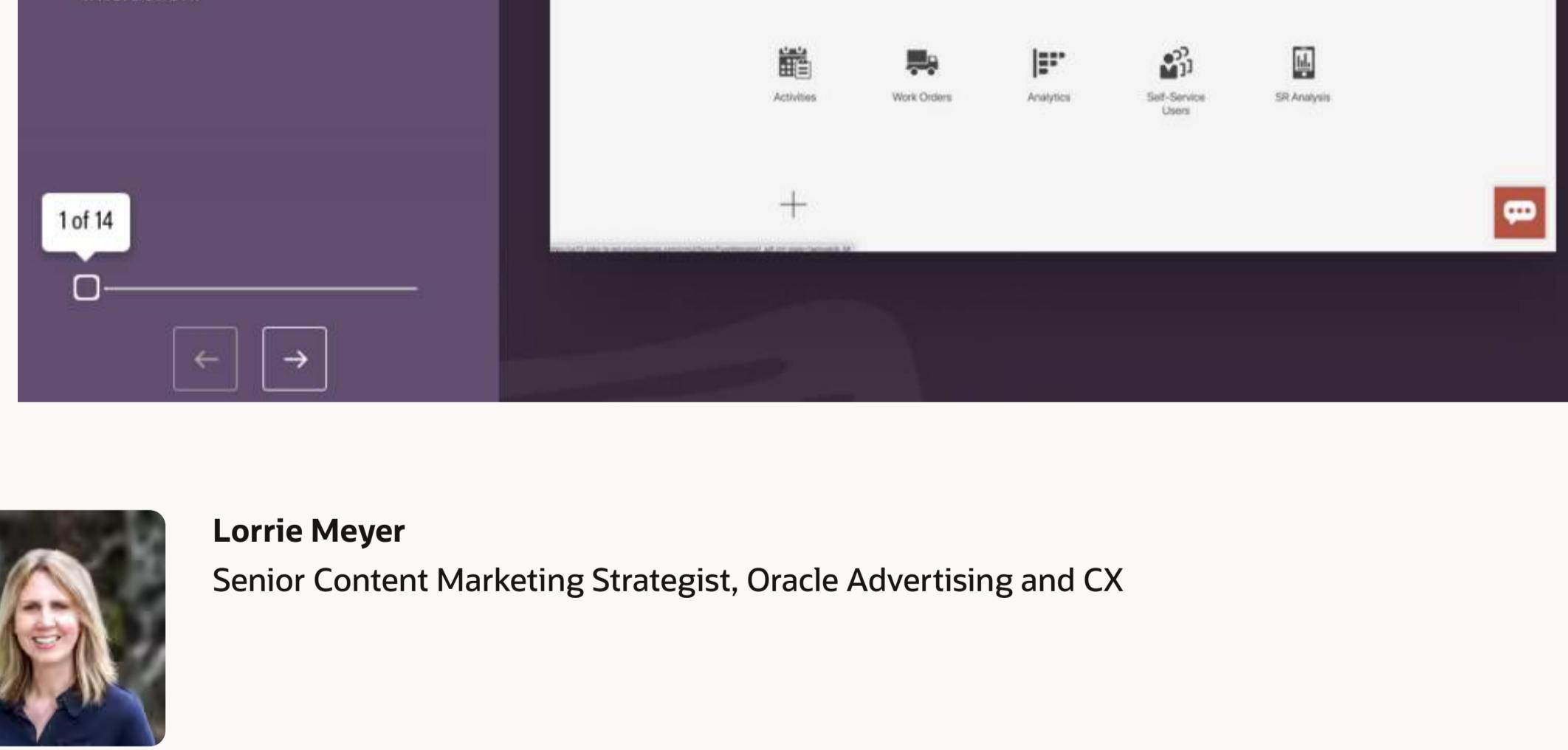
Because agent experience directly affects customer experience, creating a culture of feedback can have a tremendous impact on your business. Sending out surveys on a regular basis—and addressing the training and technology needs they reveal—can keep you on track for continuous improvement and success.

## Additional customer service resources

For more strategies to help you improve the experience for your customer service organization, [read our guide, "Making Sense of Agent Experience."](#)

To anticipate service needs and provide personalized customer experiences, you need powerful and intelligent B2B, B2C, and field service solutions that connect relevant customer data across your organization. [See why you should choose Oracle Service over Salesforce or Zendesk.](#)

See how [Oracle Service](#) can help improve customer service, build customer loyalty, and drive revenue with the [quick self-guided product tour](#) below.



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