



# Voluntary attrition savings

Agents tend to leave their job often because of a lack of motivation, low recognition or because of psychological issues and stress.

See how we've helped our international client lower voluntary attrition thanks to Staffino's Employee Engagement module for higher recognition and motivation.

Thanks to agent motivation our client reported

## Up to a 4% decrease of voluntary attrition in 2 years after the STAFFINO deployment.

★ <b>Telco Client</b> CEE Region	<b>1,500</b> Employees	<b>\$550 M</b> Yearly revenue	<b>1.1 M</b> Paying customers
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**Attrition** = number of FTEs who have left their job (voluntarily + involuntarily) and whose job positions were backfilled during the year

**Attrition rate** varies based on market (the US is higher) and industry vertical. With regards to call centers, outsourced call centers score higher attrition than in house teams.

**Average attrition** for in house teams in the Telco industry in Europe / CEE region varies in between 30%-45%.

**Monthly attrition** = backfilled seats / all seats

**Yearly attrition** = sum of monthly attrition rates

### \$550k savings

A rough internal estimate on cost savings thanks to the lower voluntary attrition is around \$578,600 over a 2 year period. This helps operations focus on other root causes of attrition.

- **Direct savings on initial training**  
(trainers salaries, training room costs)
- **Savings on unproductive time of the newcomers**  
(extra hours of existing staff, overstaffing).

**What does a 4% voluntary attrition decrease mean?**

**\$550,000 cost savings**

Unproductive time (newcomers) costs savings  
Training costs savings

