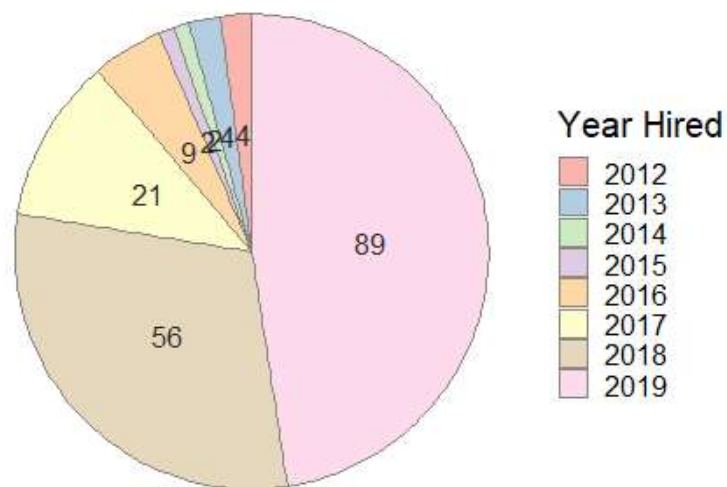


Attrition and Reasons

Langyi Tian and Jay Souder

July 2019

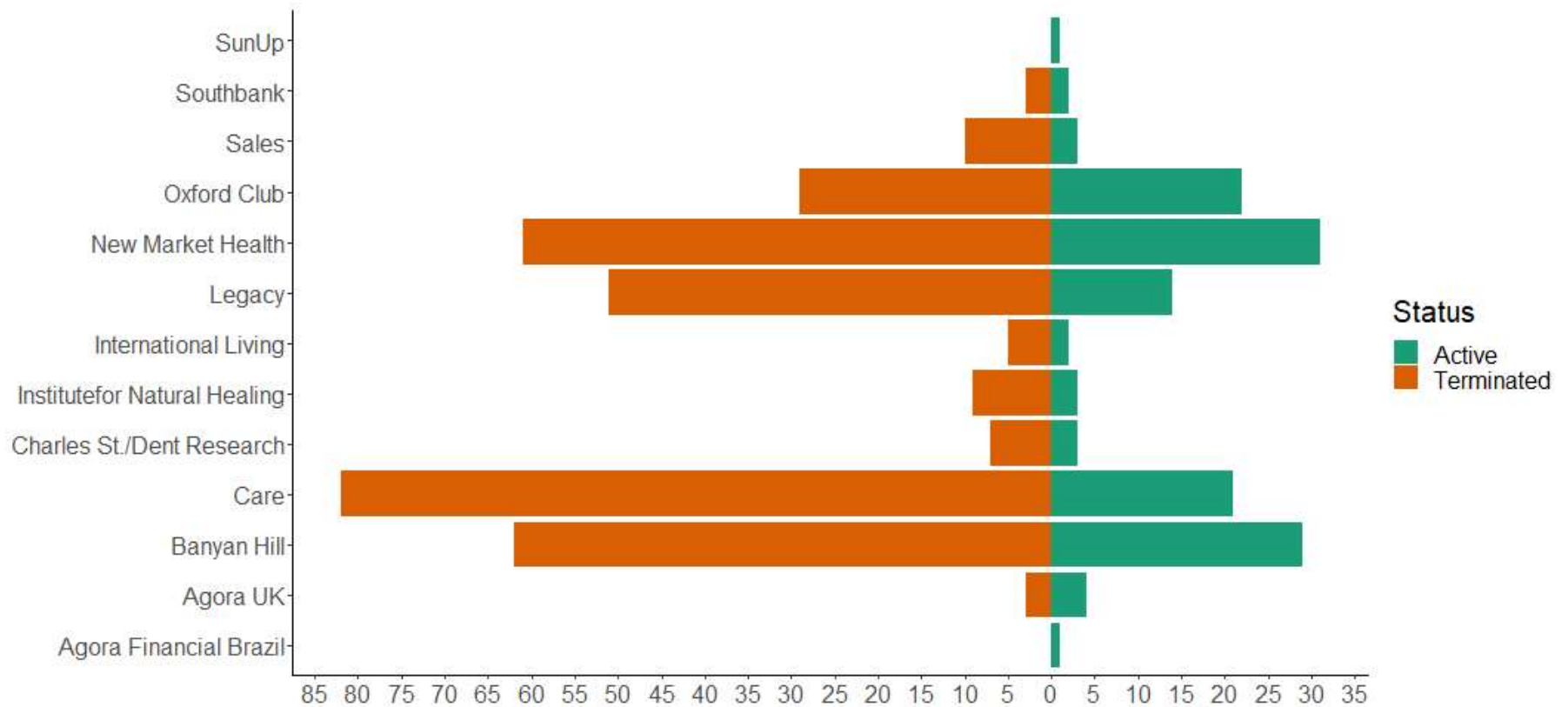
Year Hired for Current TCC Population



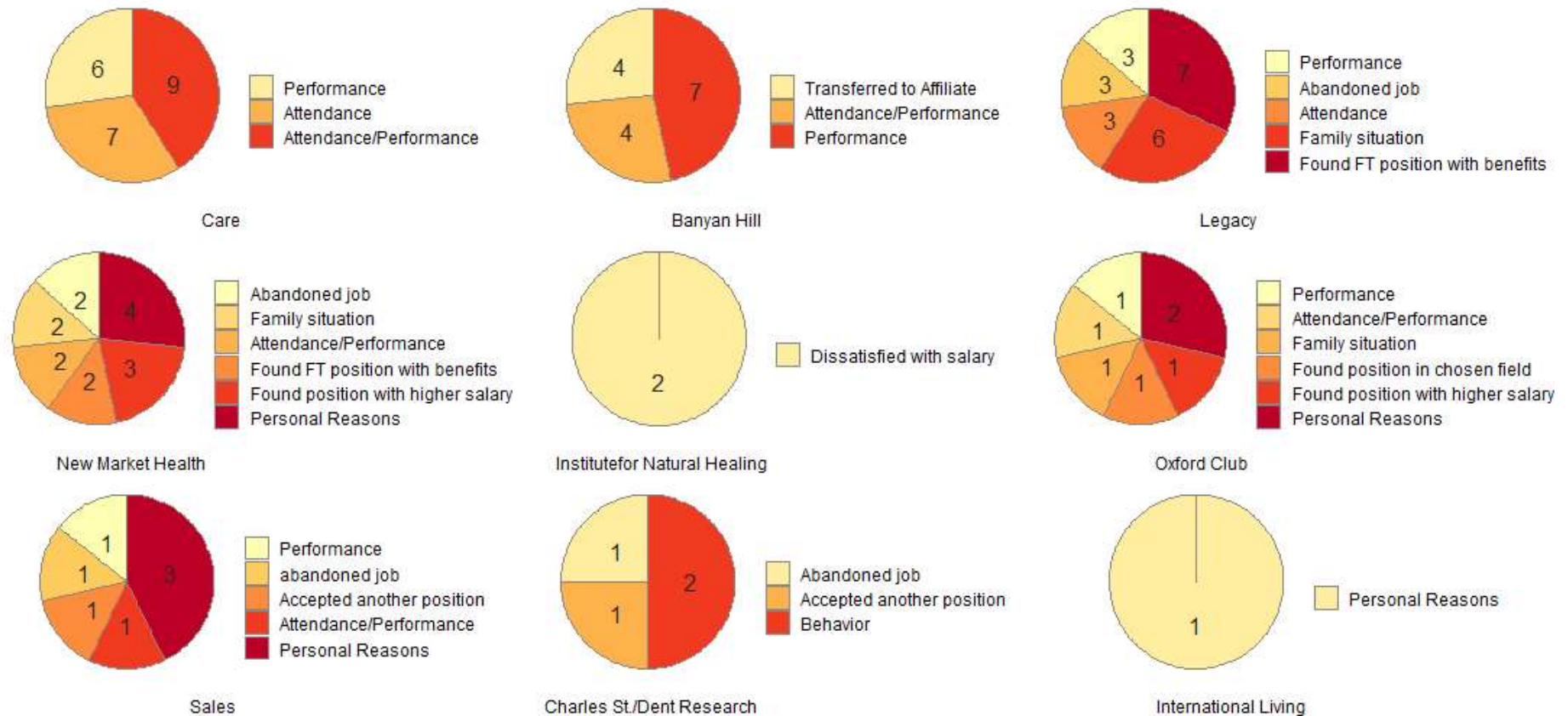
Current size 187

- A majority of the current population has less than 6 months of experience, and avg. QA score of 81%
- Agents hired before 2018 have an avg. QA score of 89% over time
- Effect on training, performance

A Few Groups Drive the Attrition Since 2018



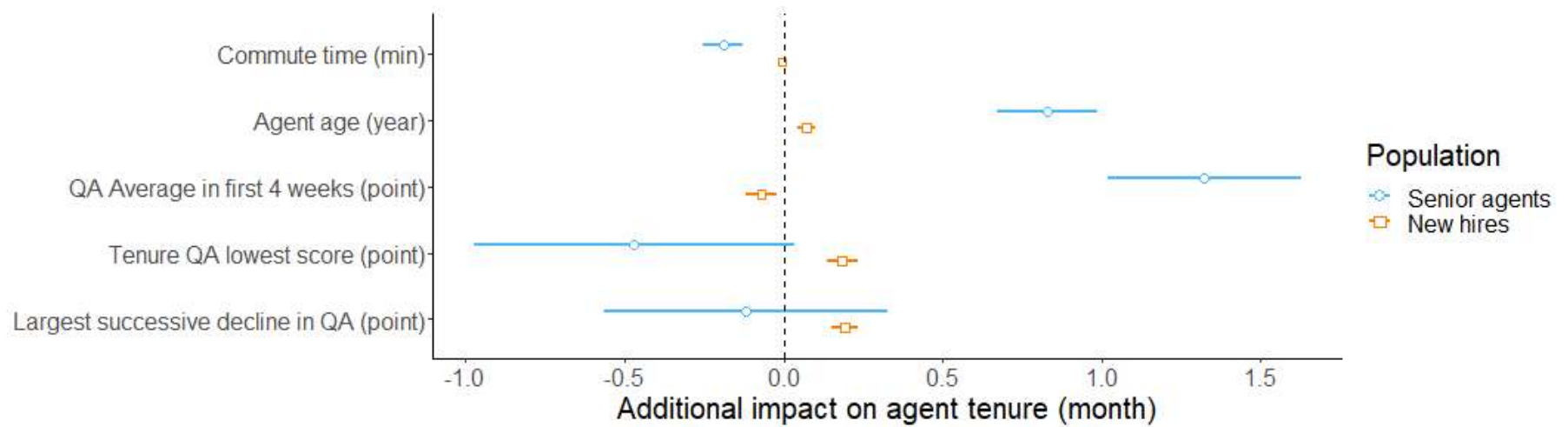
Top Exiting Reasons in Client Groups



- See Appendix 1 for an interactive breakdown of terminated agents

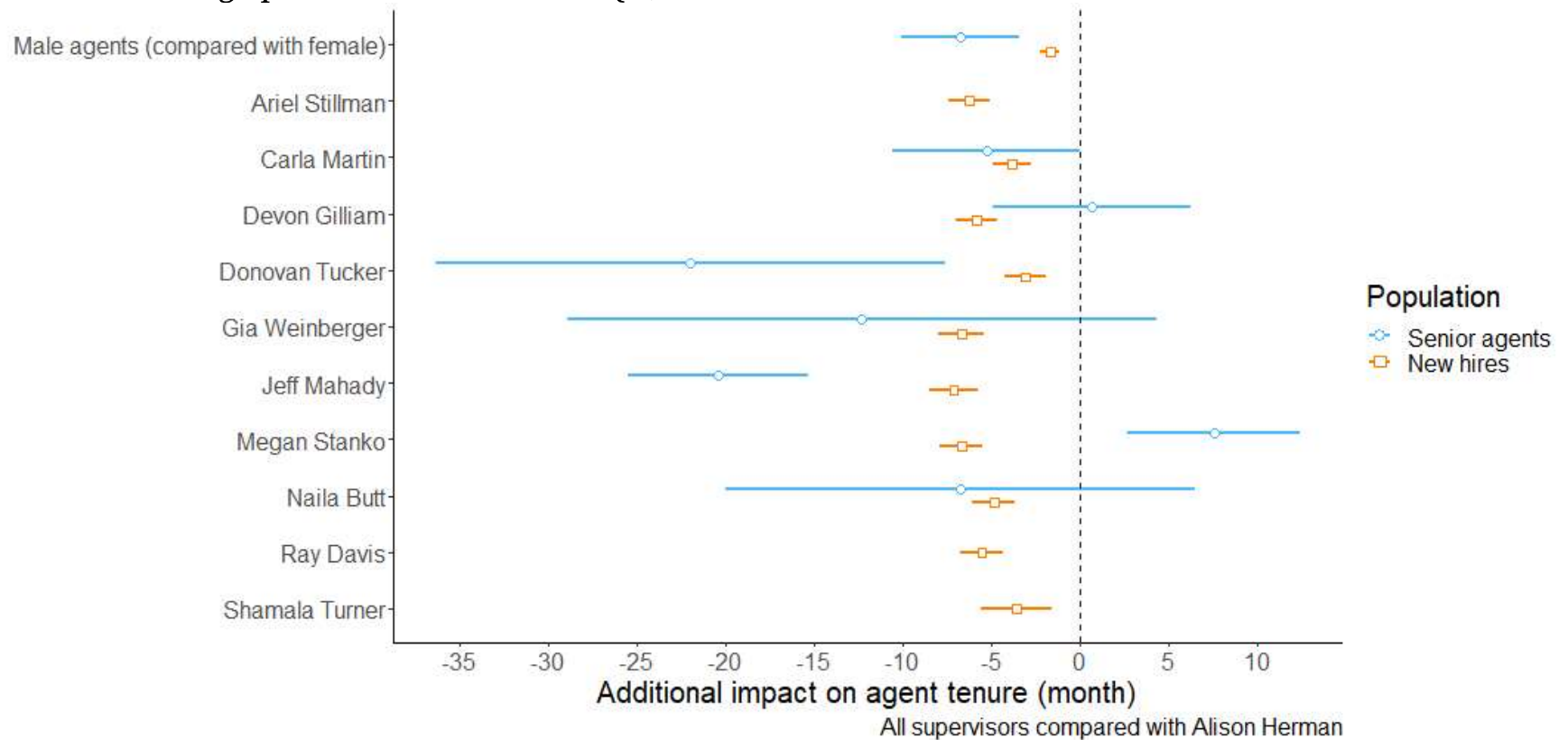
Factors Impacting Senior Agents' Tenure

- Senior agents average profile: 89% on tenure QA, 30 months of tenure

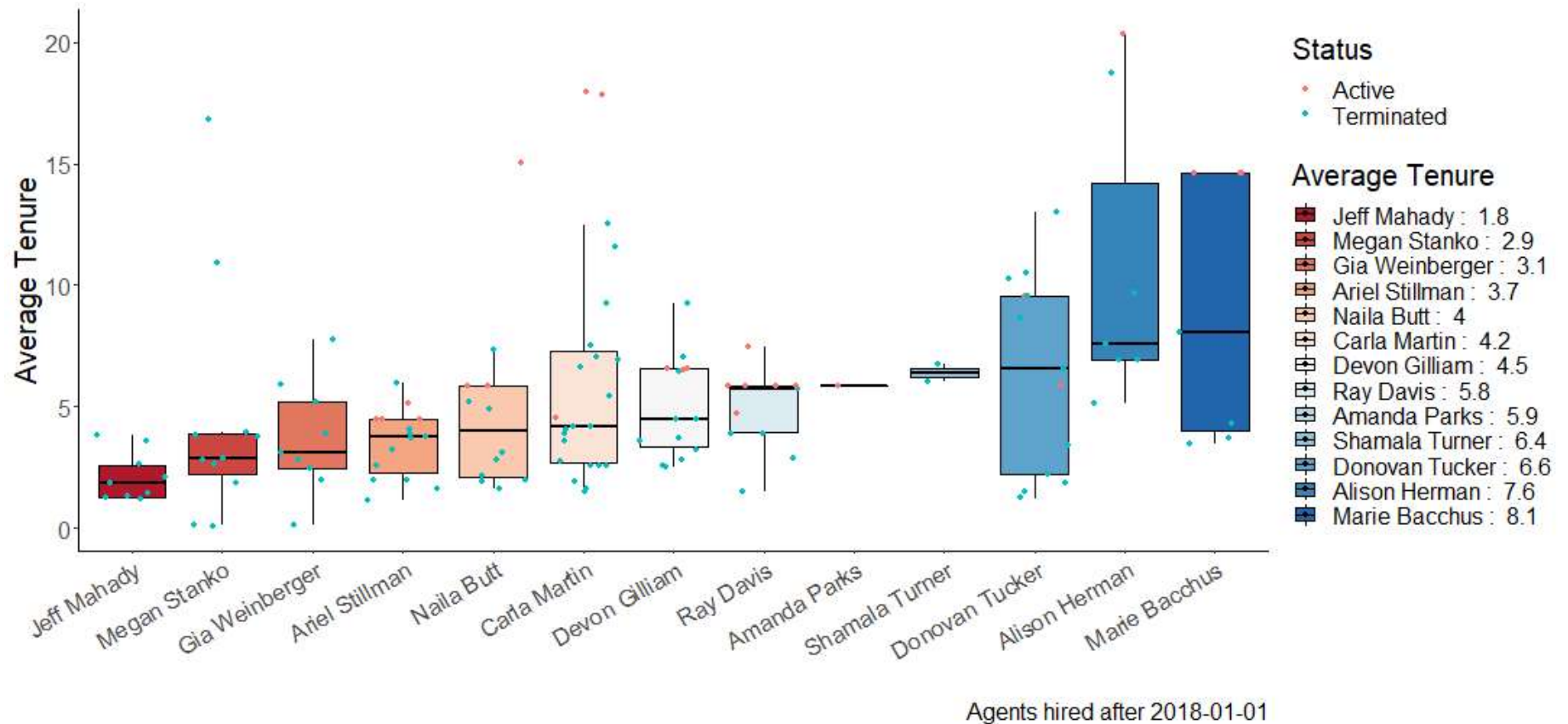


Supervisors' Influence on New Hires' Tenure

- New hires average profile: 83% on tenure QA, 3 months of tenure

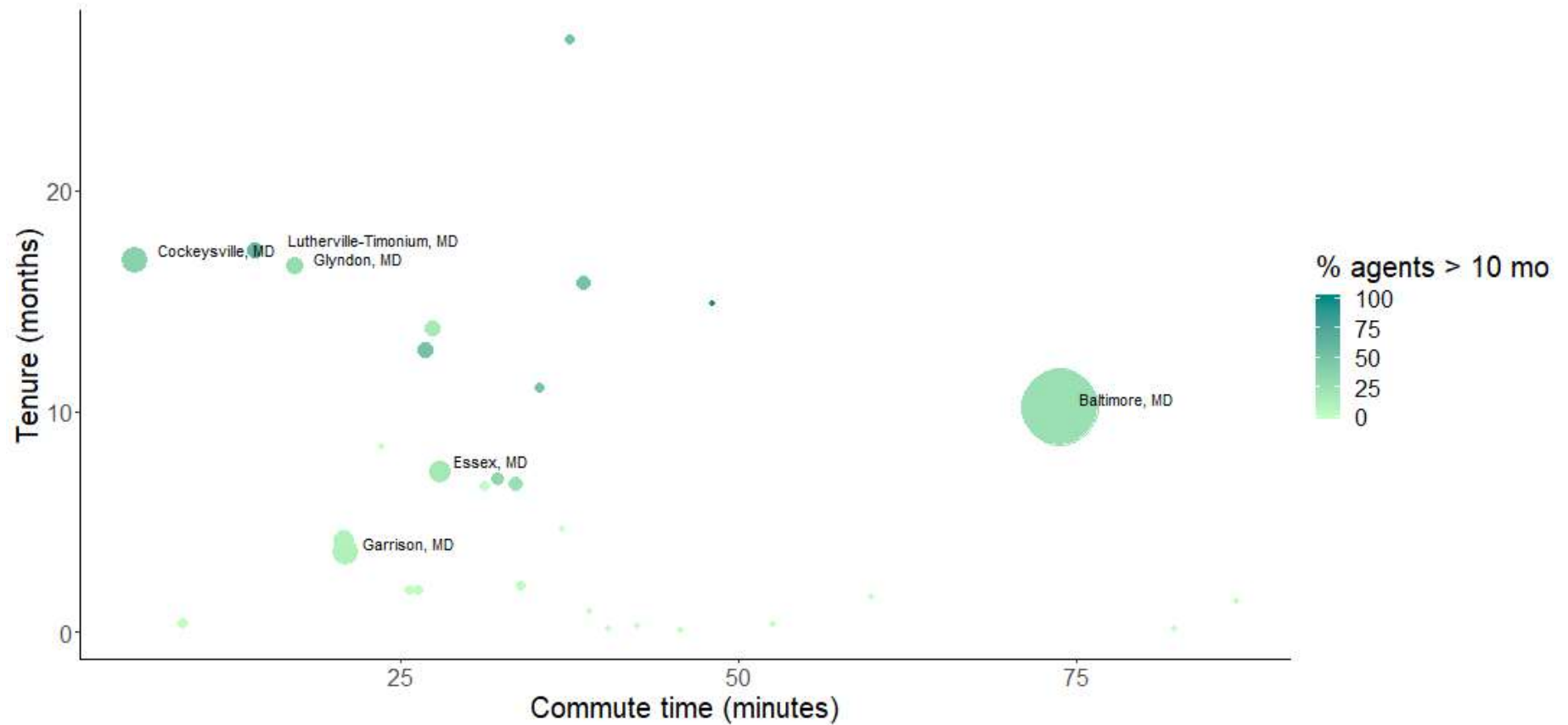


Certain Supervisors Are Better at Retaining Agents



Interactive plot at https://plotly.com/~tly371/13?share_key=GrI06wPBrI80AdBvmhHtce

Target Recruitment Efforts Geographically



8 / 8 01:38