

The CX leader's guide to motivating disengaged agents



According to recent research by Gallup, companies that prioritise employee engagement substantially better customer engagement, see higher productivity, lower customer/employee churn and achieve 21% higher profitability.

As a CX leader, it's therefore essential for you – and team leaders across the contact centre – to identify employee disengagement and take action to re-engage demoralised employees.

In this guide, you'll learn how to understand the disastrous impact disengagement has on contact centres. Spot disengagement across different employee teams. Motivate and re-engage agents to inspire better performance.

[CX-Leaders-Guide.pdf](#)