

# Could “Flex-Time” Help You Keep 33% of Your Agents?

A [survey](#) by the Society of Workforce Planning Professionals reports that **33% of contact center employees would leave their current role and take an average pay cut of 2.5% to work for an organization that offers flexible scheduling.**

The traditional shift of working 8 hours straight is no longer considered the only recipe for optimal productivity. When you offer flex-time, you improve morale and provide employees the opportunity to create a work-life balance that cultivates a greater focus on their work. The motivation to deliver quality work produces exemplary performance, positively impacting all service levels.

While [employee satisfaction](#) is one of the most frequently reviewed factors of the contact center environment, it is also a factor that rarely receives the incentives it deserves and requires to run efficiently. Many employers look through the wrong lens when they identify employee satisfaction efforts as unucrative. In reality, staff morale is one of the most significant drivers of success in the contact center world.

Consider integrating flex-time into your [workforce management](#) systems and **join the 73% of employers who have seen an improvement in employee motivation** due to the implementation of flexible scheduling.

## WHAT IS FLEX-TIME?

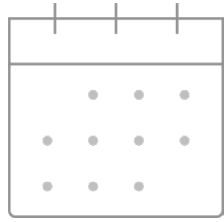
Flex-time is a [workday scheduling policy](#) that allows for flexibility in an employee’s schedule. **It enables employees to work a schedule more conducive to their individual needs while still meeting the employer’s work requirement for daily, weekly, or monthly hours.**

Flexible shift scheduling is not new to the modern contact center world. But with no mention of regulatory standards in the Fair Labor Standards Act (FLSA), leaders in the CX space are left to determine whether their operations are conducive to this employee incentive trend and must take on the daunting task of building their own flexible scheduling framework.

Many standards of day-to-day operations have been in flux for years, with “the norm” becoming even less stable since the onset of the pandemic. With the current volatile instability of the global marketplace, even contact centers with best-in-class workforce management practices are finding difficulty in forecasting customer demand, making it hard to implement traditional schedules and maintain service level goals.

**To proactively address this trend, many organizations have begun using flexible shift scheduling to protect the bottom line.** The flexibility in “flex-time” not only pertains to employees, but it also allows leadership to achieve service levels despite activity fluctuation. High customer demand can activate on-call employees as needed, and in times of low activity, agents may be allowed to drop their shifts when things get quiet. **So how do you determine if flexible scheduling is a fit for your contact center? Start by considering the myriad of benefits.**

## 6 Benefits of Flexible Scheduling



### Alignment of Workforce with Activity

Flex-time allows for efficient intraday workforce management that protects the bottom line in real-time and can accommodate demand as activity ebbs and flows daily, weekly, monthly, seasonally, etc.



### Optimized Culture & Performance

Flex-time lends itself to a healthy and [positive culture](#) where employees feel valued and essential to the success of your operation. This practice fosters a performance culture where employees want to and will consistently go the extra mile to ensure the success of your organization.



### Improved Productivity

Flexible scheduling creates an opportunity for employees to have a healthy work-life balance, allowing for greater focus during working hours. Productivity and quality skyrocket, cultivating innovation of workload management processes.



### Diversity & Inclusion

Building a workforce that boasts diversity in gender, age, education, culture, etc., means you will always have access to the skillset needed for a particular function. Varied backgrounds also guarantee diverse perspectives, often resulting in innovations that would not develop in a cookie-cutter workforce.



### Employee Engagement

[Employee satisfaction](#) has become synonymous with loyalty to your operation. A content employee is an employee willing to go the extra mile for quality performance and to be flexible to the organization’s needs. Implementing flexible scheduling shows your employees that you value and are invested in them as human beings. This practice translates to better customer service, productivity, and other service levels.



### Retention & Recruitment

Flex-time improves retention, leading to employee skill and knowledge continuity and reduced recruitment and training costs. When you have employees that are happy in their roles, word spreads quickly to job seekers, and you cultivate a desirable brand reputation. The result is access to higher-quality candidates when needed, keeping this positive cycle in motion.

If you would like to learn more, contact us at [connect@callinsite.com](mailto:connect@callinsite.com)

