



THE COMPLETE AGENT RETENTION PLAYBOOK

How to Cut Turnover by 50% in 90
Days by ClearSource

*Based on 25 years of industry evolution research
and current data from 1,000+ call centers*



EXECUTIVE SUMMARY

WHY THIS PLAYBOOK MATTERS



The average call center loses \$800,000 every single year to agent turnover — a hidden leak that drags down profits, quality, and growth. But the good news? The top-performing 25% of centers have cracked the code, reducing turnover to 15–20% and slashing that loss in half. This guide reveals their playbook — a step-by-step, battle-tested roadmap designed to:

- Diagnose your specific retention challenges
- Deploy high-impact solutions
- Measure results in just 90 days
- Position ClearSource as the guide to your success

What You'll Discover Inside



The Retention Crisis by the Numbers

How high agent churn hurts your bottom line (and morale).



Root Cause Framework

A 5-factor diagnostic tool backed by expert interviews and researched benchmarks.



Proven Retention Strategies

Organized by cost and impact, from DIY recognition to tech investments.



90-Day Implementation Roadmap

A no-fluff, phase-based system you can start this week.



Success Stories & Tools

Real-world client results, ROI calculators, and next-step CTAs.

Credibility You Can Trust

- **25 years** shaping call center excellence
- Analyzed data from **1,000+ call centers**, covering every segment, size, and region
- Developed alongside ClearSource's Head of HR/People Operations, tapping into internal playbooks and real results
- Validated using the latest statistics from SHRM, Contact Center Pipeline, and industry benchmarks

How This Guide Is Designed for You

Executive-Friendly Structure

Key insights, one-page summaries, and interactive tools let you digest fast and act fast.

Action-First Focus

Each chapter ends with "Quick Wins" and estimated ROI so you can track progress from Day 1.

Built for Collaboration

Includes internal tips, expert callouts, and QR-linked tools — perfect for team-focused implementation.

Next Steps

The Retention Crisis by the Numbers to see exactly how much turnover is costing you—and where high-performing centers are saving big. Then ready yourself: in 15 minutes, you'll be diagnosing your own center's challenges and plotting your 90-day reset.



Section 1: The Retention Crisis by the Numbers



The Industry Crisis

Let's talk about the elephant in every call center room: turnover.

If you're leading a customer support operation, chances are you've felt the sting of it—agents walking out the door just as they're hitting their stride. Replacing them? Painful. Training new ones? Even more expensive. And the ripple effects? They hit everything from customer satisfaction to your team's morale.

Here's what the numbers tell us—and they're not sugarcoated:

- The **average turnover rate in call centers ranges between 30% to 45% annually.**
- In 2022, the industry hit a historic peak of **38% agent attrition**—the highest on record.
- On average, **replacing a single agent costs between \$5,000 and \$7,500.**

Now multiply that by **30% to 45% of your workforce.** For a **100-agent center**, that's a minimum of **\$150,000 in churn-related costs** every year. For a 500-seat center? You're staring down the barrel of nearly **\$1.9 million in losses.**

Let's break down where that money goes:

Replacement Cost Breakdown	Estimated Amount (USD)
Recruitment (ads, screening, onboarding)	\$1,000-\$1,500 per agent
Training (wages, materials, tools)	\$2,000-\$3,000 per agent
Lost productivity (during ramp-up)	\$2,000-\$3,000 per agent
Team morale & quality	Harder to quantify—but very real



Quick Stat: According to SHRM, it takes an average of 42 days to fill an open position and another 30 to 60 days for full productivity. That's over **100 days of drag** per hire.

Add to that the **hidden costs**—like supervisor burnout, disrupted schedules, customer escalations, and missed KPIs—and it's clear: **turnover isn't just an HR problem; it's a business problem.**

In fact, many call centers lose more to agent churn than they do to bad processes or missed sales targets. It's a silent drain on growth, efficiency, and experience quality. And in regulated industries like healthcare or finance, it introduces compliance risk—new agents are **3x more likely to commit policy violations** in their first 90 days.

Still not convinced?

Here's what it really looks like for a mid-size operation:

Cost Impact Example:

Scenario: 250-agent call center

Turnover Rate: 40% (industry average)

Agent Replacement Cost: \$6,000 (mid-range)

Total Annual Loss:

250 agents × 40% = 100 exits

100 × \$6,000 = **\$600,000/year** flushed down the drain

Ouch. Now imagine what you could do with that budget—technology upgrades, training programs, incentive systems... or better yet, *not lose it.*

But here's the thing: not all call centers are bleeding talent.

The top 25% of call centers have figured it out—and they're keeping turnover between 15% and 20%. That's less than half the industry average. And guess what? They're not just saving money. They're also:

- Delivering higher CSAT and NPS
- Experiencing fewer compliance issues
- Hitting KPIs more consistently
- Scaling teams more predictably

Let's take the same 250-agent example and compare outcomes:

Center Type	Turnover Rate	Annual Replacement	Cost (@\$6K/agent)
Average Center	40%	100 agents	\$600,000
High-Performer	18%	45 agents	\$270,000

Annual Savings: \$330,000

That's a 55% reduction in turnover-related costs just by leveling up retention strategies.

Retention ROI Sidebar

Want to see what your team could save?

Use this simple formula:

$[\# \text{ of agents}] \times [\text{turnover \%}] \times [\$ \text{ replacement cost}]$

Then compare it to your ideal target turnover (e.g., 20%) to calculate potential savings.

Regional Performance Matters, Too

Retention isn't a one-size-fits-all challenge. Location plays a big role. Here's what we've seen in the field:



Region	Avg. Turnover Rate	Why It Varies
Nearshore (Mexico, Colombia)	35-45%	High cost of living, competitive labor market, high stress
Center Type	25-30%	Better cultural alignment, stronger employer branding in some regions
Offshore (Philippines, India)	20-25%	Established BPO ecosystem, strong training programs, cultural affinity to service

ClearSource helped clients **match retention strategies to specific geographies**, reducing offshore attrition to **under 15%** and nearshore attrition to **below 20%**, with better CSAT scores.

Pro tip: The key is not just where your agents are—but **how well your strategies align with their environment, values, and expectations**. Regional differences in culture, communication, and career motivation all affect retention.

The Real Cost of Doing Nothing

If your call center runs with a **30%+ turnover rate**, you're leaking money—possibly **millions**—every year. High attrition:

- Breaks momentum
- Burns out teams
- Erodes customer trust
- Kills long-term innovation
-

And worst of all? It's avoidable.

Up next, we'll dive into why agents are leaving—and how you can stop the churn before it starts.

Section 2: Root Cause Framework

Why Your Agents Are Leaving (And What to Do About It)



The 5-Factor Assessment Mode

Let's get straight to the point: if your turnover rate is at or above 30%, the problem isn't your people—it's your environment.

Retention starts with **understanding why agents leave**; more often than not, it's not just about the paycheck. Based on ClearSource's data from over 1,000 call centers and supported by third-party research, we've identified the five core drivers behind agent churn.

Each one is fixable. But first, you have to name it to tame it.



Stress Factors

"87% of agents cite job stress as the #1 reason for leaving." From back-to-back calls to irate customers to unrealistic KPIs, stress is the silent killer of morale and performance. When agents feel like drowning, they don't raise their hands—they quit.

What it looks like:

- High absenteeism
- Short average tenure
- Escalation overload
- Call avoidance behaviors

Fix it with:

- Balanced workloads
- Mental wellness breaks
- Empathy training for supervisors



Training Gaps

"86% of agents report feeling under-resourced to do their job." – Enthu.ai

Too many call centers throw agents onto the phones with little more than a script and a prayer. But modern CX requires more than a checkbox onboarding—it demands empathy, problem-solving, and system fluency skills.

What it looks like:

- Low First Call Resolution (FCR)
- Frequent QA fails
- High new-hire turnover (first 90 days)

Fix it with:

- Microlearning + peer coaching
- Real-time AI-assisted training
- Scenario-based roleplay exercises



Compensation Issues

Let's be honest—nobody shows up to work to lose money. Frustration builds when the role keeps getting harder (more channels, more complexity) but the pay stays flat.

What it looks like:

- Agents jumping to other centers for a small raise
- Low participation in performance incentive programs
- Team complaints about “unfair goals”

Fix it with:

- Transparent bonus structures tied to CSAT and FCR
- Tiered pay linked to skill mastery or tenure
- Non-monetary perks (flex schedules, recognition, career paths)



Management Problems

“Supervisors spend 47% of their time on admin, and only 23% on coaching.” – SQM Group.

Even the best agents need support. But when managers are buried in reporting and prep work, coaching falls to the bottom of the to-do list. That creates a feedback vacuum—and disengagement takes root.

What it looks like:

- One-size-fits-all coaching
- Agents unsure of how they're performing
- Repetitive performance issues

Fix it with:

- Coaching-first scheduling (calendar-protected time)
- Real-time dashboards for quick feedback
- Team lead mentorship programs



Culture Misalignment

You can pay well and train perfectly—but if agents don't feel like they belong or believe in the mission, they won't stick around.

What it looks like:

- Low engagement survey scores
- Disconnected remote/hybrid teams
- Lack of upward mobility

Fix it with:

- Culture onboarding (not just product training)
- Career progression paths with visible milestones
- Recognition systems that align with team values

The Self-Diagnostic Tool

Where's your retention risk hiding? Let's find out.

Use this 25-question diagnostic to uncover where your operation stands against industry benchmarks—and where to focus next.

Step 1: Answer Honestly

Rate each item from 1–5:

1 = Strongly Disagree

5 = Strongly Agree

Stress & Burnout

1. Agents have realistic call handling expectations.
2. Mental health is openly supported by leadership.
3. Breaks are consistently scheduled and respected.
4. Workload is distributed fairly across teams.
5. Escalations are monitored and managed proactively.



Training & Enablement

6. New hire training prepares agents for real scenarios.
7. Ongoing training is available beyond onboarding.
8. Supervisors are trained to coach, not just manage.
9. Agents know where to find answers quickly.
10. Our tech supports agent performance (not hinders it)



Compensation & Rewards

11. Pay aligns with role complexity and expectations.
12. High performers are publicly recognized.
13. Bonus structures are communicated.
14. There are tangible, visible incentives to grow.
15. Agents feel fairly rewarded for their work.



Management & Feedback

16. Supervisors coach agents weekly.
17. Agents receive personalized performance feedback.
18. Team leads are trained in soft skills and coaching.
19. Performance issues are addressed with care, not fear.
20. QA feedback is seen as a growth tool, not punishment.



Culture & Belonging

16. Agents feel safe bringing up concerns.
17. Values are reinforced in meetings, recognition, and goals.
18. Career growth conversations happen regularly.
19. Leadership is accessible and transparent.
20. Agents feel like part of something bigger than themselves.



Step 2: Tally Your Scores

- **Total your numbers per category (max 25 points each)**
- Plug them into this matrix:

Region	Your Score	Risk Level
Stress & Burnout	_____/25	High/Moderate/Low
Training & Enablement	_____/25	High/Moderate/Low
Compensation & Rewards	_____/25	High/Moderate/Low
Management & Feedback	_____/25	High/Moderate/Low
Culture & Belonging	_____/25	High/Moderate/Low

Risk Levels

- High Risk (≤ 15 points): Needs urgent attention
- Moderate Risk (16–20): Improvement opportunity
- Low Risk (21–25): Keep doing what you're doing

Step 3: Find Your Priority Area

Use this Priority Matrix to focus your action plan:

Impact on Retention	Ease of Implementation	Examples
High	High	Recognition programs, coaching schedules
High	Low	Pay restructuring, culture revamp
Low	High	Gamification, wellness check-ins
Low	Low	Full platform migrations

Tip: Start with **High Impact / High Ease** fixes. They move the needle fast.

Want a Full Report?

Scan the QR code or click the link below to get your custom results and targeted recommendations—based on your diagnostic scores.

[Take the Full Retention Assessment →

You'll receive a personalized action plan straight to your inbox within minutes.

Now that you've pinpointed the issues, let's talk about the solutions that work—whether you have \$500 or \$500,000 to spend.

Section 3: Proven Retention Strategies

Solutions That Work—No Matter Your Budget



Now that you've pinpointed the root causes behind your agent churn, it's time to get tactical.

This section breaks down real-world retention strategies that work—whether you're working with a lean ops budget or building a long-term people strategy. From no-cost culture tweaks to high-impact tech transformations, these plays are field-tested and built to scale.

High-Impact, Low-Cost Solutions

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1. Recognition Programs That Work

"People work for money but go the extra mile for recognition." – Dale Carnegie

Why it works: Feeling seen is a human need. Recognition doesn't just boost morale—it reinforces the behaviors you want to see more of.



2. Flexible Scheduling Implementation

87% of agents say flexibility impacts their decision to stay or go.

Why it works: Call center life is demanding. Flex options can be game-changers, especially for caregivers, students, and commuters.

How to implement:

- Launch a weekly “Agent MVP” shoutout (via Slack, email, or team huddle)
- Create peer-nominated awards with small perks (e.g., lunch, extra break, gift card)
- Use wallboards or dashboards to highlight top CSAT/FCR performers

ClearSource Example:

One of our nearshore teams implemented a “Caught You Doing Something Great” program. In 60 days, employee engagement scores rose 15%, and voluntary attrition dropped by 10%.

How to implement:

- Use shift-swapping tools (via your WFM platform or Google Forms).
- Test split shifts or 4x10 compressed workweeks.
- Offer part-time options for tenured agents.

Implementation Tip: Start with one team or queue, measure impact, then expand—track performance, attendance, and schedule adherence.



3. Career Pathing Clarity

Agents with a visible path forward are 70% more likely to stay beyond 12 months.

Why it works: Nobody wants to feel stuck. When agents see a future, they invest in the present.

How to implement:

- Map out role levels (Agent I → Agent II → SME → TL → Ops Manager)
- Publish competency guides with milestones and expectations
- Hold “Career Conversations” quarterly with TLs or HR



4. Peer Mentorship Programs

New hires supported by peer mentors ramp 30% faster—and stay longer.

Why it works: Peer mentoring boosts connection, lowers anxiety, and reinforces culture faster than top-down training.

How to implement:

- Assign one mentor per 2–3 new hires for their first 60 days
- Provide a checklist of topics to cover (tools, client tips, unwritten rules)
- Reward mentors with recognition and bonuses

ClearSource Tip: Pair this with internal promotions tracking to show that real growth is happening. We've seen attrition drop by 18% just by improving career visibility.

Implementation Insight: Avoid pairing mentors with more than three mentees simultaneously—burnout is real.

Medium-Impact, Medium-Cost Solutions

Ready to go a little deeper? These strategies require more planning and moderate investment—but the ROI is often significant within a quarter.



5. Comprehensive Training Programs

Agents who feel equipped are 40% more likely to stay six months or more.

Why it works: Better training = less stress, faster performance, and fewer early exits.

How to implement:

- Upgrade onboarding with blended learning (live coaching + on-demand modules)
- Use scenario-based simulations (e.g., Zendesk training, roleplays)
- Include “Beyond the Script” workshops for soft skills and empathy

Cost Consideration: Initial content creation and platform fees (~\$5,000–\$15,000 depending on scale)

ClearSource Example: After revamping onboarding in our healthcare vertical, ClearSource cut first-90-day attrition by 22%—and improved QA pass rates by 30% in Month 2.



6. Supervisor Development Initiatives

Your front-line leaders drive culture more than any memo ever will.

Why it works: Great TLs are retention engines. Bad ones are churn factories.

How to implement:

- Create a leadership track (Team Lead Academy).
- Include modules on coaching, feedback, emotional intelligence, and conflict resolution.
- Use skip-level surveys to identify gaps in team satisfaction.

ClearSource Case Insight: After implementing monthly TL coaching labs, one site saw a 40% increase in agent satisfaction within three months.



7. Work Environment Improvements

Agents spend 8+ hours daily at their station—how it feels matters.

Why it works: Clean, ergonomic, and aesthetically pleasing spaces reduce fatigue and improve mood.

How to implement:

- Upgrade headsets, chairs, and workstations for comfort
- Use ambient lighting and acoustic dividers to reduce noise
- Add plants, art, or motivational posters—anything but blank walls

Cost Range: \$300–\$500 per workstation upgrade

Remote Option: Offer home office stipends (\$100–\$200 one-time)



8. Technology Upgrades for Agent Experience

Laggy tools = frustrated agents.
Frustrated agents = flight risk.

Why it works: Nothing tanks morale faster than a system that doesn't work. Clean tech = smoother calls = happier agents.

How to implement:

- Audit your current tech stack for slow-loading apps, duplicate entries, etc.
- Adopt AI-based knowledge bases and real-time support (like Observe.AI or Balto)
- Integrate CRM + ticketing + comms platforms (minimize tab hopping)

Cost Estimate: Moderate (\$5,000–\$25,000 based on tools)

ClearSource Insight:

After automating two manual processes (password resets and basic billing lookup), one client reduced AHT by 22 seconds per call—and reported a 12% improvement in eNPS.

High-Investment Solutions

Big moves, big results. These resource-intensive strategies deliver serious retention and performance transformation, especially for large-scale or high-growth operations.



9. Compensation Restructuring Strategies

You can't solve culture with cash—but you can break it without it.

Why it works: Strategic pay structuring aligns agent performance with business outcomes.

How to implement:

- Conduct a compensation benchmarking study (internal + industry).
- Introduce tiered pay ladders with built-in raises based on tenure/skills.
- Add quarterly bonuses tied to KPIs (FCR, CSAT, etc.).

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Cost Range: High (\$300,000+ annually depending on scale)

ClearSource Example:

A U.S.-based home warranty client increased agent base pay by \$1.50/hour while restructuring performance bonuses. Attrition dropped 48% in six months—and client satisfaction jumped 19%.



10. Culture Transformation Initiatives

Culture eats strategy for breakfast—and churns for lunch.

Why it works: Culture change resets expectations, energizes teams, and builds loyalty.

How to implement:

- Launch a culture audit (via surveys, focus groups, and observation)
- Define/reinforce new core values (with visible examples + leadership alignment)
- Overhaul rituals: team huddles, all-hands, town halls, birthday shoutouts, etc

Key Tip: Culture change must be led and lived from the top down. No exceptions.

ClearSource Insight:

After redefining company values with employee input and aligning performance reviews with them, ClearSource's Cebu site saw a 24% increase in internal referrals—agents were excited to bring friends in.



II. Advanced Technology Implementations

Tech doesn't replace humans. It empowers them to do what humans do best.

Why it works: AI, automation, and analytics eliminate the "grunt work" and free agents to focus on empathy, problem-solving, and connection.

How to implement:

- Deploy conversational AI to handle FAQs and call deflection.
- Use real-time coaching tools with sentiment analysis.
- Implement agent assist tools for after-call work, note-taking, and knowledge retrieval,

Cost Range: High (\$50,000+ initial setup + licensing)

ROI Justification:

- Lower handle times
- Higher QA scores
- Reduced error rates
- Better agent satisfaction
-

ClearSource Data Point:

In one ClearSource healthcare campaign, AI-assisted coaching tools helped improve first call resolution by 18% while reducing AHT by 30%—without sacrificing the human touch.

ROI Justification:

- Lower handle times
- Higher QA scores
- Reduced error rates
- Better agent satisfaction

ClearSource Data Point:

In one ClearSource healthcare campaign, AI-assisted coaching tools helped improve first call resolution by 18% while reducing AHT by 30%—without sacrificing the human touch.

Up Next:

We've talked tactics. Now let's tie it all together.



Section 4: 90-Day Roadmap

Your Step-by-Step Blueprint to Cut Turnover by 50%



You've done the root cause analysis. You've got a toolkit of proven strategies.

Now it's time to activate.

This 90-day roadmap is designed to help you build retention momentum fast—without overwhelming your team or blowing up your budget. Whether you're a seasoned ops pro or a newly promoted manager, this plan gives you a clear path from firefighting to futureproofing.

Let's break it down.



Days 1–30: Assessment & Quick Wins

Goals: Diagnose your environment, engage your team, and score early wins.

1. Run a Current State Audit

Use this checklist to assess your current environment:

- Agent turnover rate over the last 12 months
- Top 3 exit reasons (from interviews/surveys)
- Current training program structure
- Supervisor coaching frequency
- Active recognition programs
- Existing career path documentation
- Work environment satisfaction score
- Agent eNPS (employee Net Promoter Score)

Tip: Use the Self-Diagnostic Tool in Section 2 as your baseline.

2. Launch 2–3 Low-Cost Initiatives Immediately

Quick wins build trust and traction.

Start with:

- A peer recognition wallboard or shoutout Slack channel
- Shift-swap sign-up sheet
- Career milestone tracker (Agent I → II → TL)

Don't overcomplicate—just start.

3. Establish Baseline Metrics

What gets measured gets improved. Capture:

- Attrition rate (overall and by tenure band)
- First Call Resolution (FCR)
- CSAT/NPS
- Agent satisfaction survey scores
- QA pass rate

Document these now—you'll measure again at Day 90.

4. Communicate the Retention Strategy

Transparency creates buy-in. Share the "why" behind this push.

Deliver a message like:

"We're investing in making this a better place to work—and we want your voice in the process. You'll start to see changes this week, and we'll be asking for your feedback along the way."

Have leaders reinforce this in huddles, 1:1s, and internal channels.



Days 1–30: Assessment & Quick Wins

Goals: Deepen engagement, upskill leaders, and prep for larger changes.

1. Upgrade Your Training Program

Use training team insights to:

- Replace outdated modules
- Add real-call scenarios
- Launch a monthly "Learning Sprint"
- Introduce microlearning sessions (15-min live or LMS-based)

2. Roll Out Supervisor Development

Equip your front-line leaders with:

- Weekly coaching templates
- 1:1 frameworks for tough conversations
- Quick reference guides for feedback best practices

Start a TL Roundtable: a safe space where leaders can discuss challenges and wins.

3. Evaluate Tech for the Agent Experience

Work with your IT or Ops team to:

- Audit your current systems (what slows agents down?)
- Explore tools like agent assist, AI call scoring, or knowledge bases
- Request demos and pricing from top vendors

Keep your agents in the loop. Ask what tools they love—and which ones drive them crazy.

4. Collect Employee Feedback

Launch a pulse survey:

- "What's one thing we should stop doing?"
- "What's one thing we should start doing?"
- "What's keeping you here?"
- "What might push you to leave?"

Review results with leadership, and share top themes (without sugarcoating).



Days 61–90: Implementation & Measurement

Goals: Launch significant changes, measure impact, and embed the new normal.

1. Launch High-Impact Initiatives

Select one high-cost or high-effort strategy from Section 3:

- New compensation model pilot
- AI coaching integration
- Culture refresh campaign
- Career ladder rollout

Use feedback from your audit and survey to prioritize.

2. Start Success Metric Tracking

Compare current KPIs against your Day 1 baseline:

- % attrition improvement
- FCR lift
- CSAT/NPS trend
- eNPS change
- Time to proficiency for new hires

Visualize your data. Share results with your team to build belief.

3. Establish a Feedback Loop

Don't stop listening just because you launched something.

- Hold open office hours or "ask me anything" forums
- Continue monthly surveys (keep them short)
- Share progress in weekly team emails or meetings

4. Plan for Sustained Improvement

Lock in:

- Monthly retention check-ins (cross-functional)
- Quarterly coaching refresh for TLs
- Annual training curriculum reviews
- Annual culture assessment

This isn't a one-time fix. It's a new way of operating.

Section 5: Success Story & Tools

Proof It Works. Tools to Make It Yours.



Client: U.S.-based home warranty provider

Challenge: 44% agent attrition, 3.9 CSAT, 8-week training ramp

Solution:

- Introduced flexible schedules
- Launched peer mentor system
- Restructured comp plan with quarterly bonuses

Results in 90 Days:

- Attrition dropped to 21%
- CSAT rose to 4.6
- Ramp time reduced by 25%
- Saved \$412,000 in replacement costs

Retention ROI Calculator

Want to see what turnover is costing you?

Try this:

Annual Agent Churn Cost =

$(\text{Number of Exiting Agents/year}) \times (\text{Replacement Cost per Agent})$

Example:

- 100 agents
- 35% annual churn → 35 exits
- Replacement cost = \$6,000
- **Total Annual Loss = \$210,000**

Now plug in your numbers and get serious about solving it.

Resource Library

- **Retention Health Diagnostic Tool** (see Section 2)
- **90-Day Roadmap Template** (editable GSheet + PDF)
- **Agent Feedback Survey Sample**
- **TL Coaching Toolkit**
- **Recommended Tech Stack for Agent Experience**
- **At-a-Glance Retention Dashboard Template**

(All links available on the download page or via QR code inside this PDF.)

Next Steps: Let's Solve This Together

Retention is complex—but you don't have to fix it alone.

ClearSource helps high-growth, high-pressure call centers build loyal, high-performing agent teams with the perfect blend of people, process, and technology.

Let's talk about:

- Where you're stuck
- What's working (and not)
- Where do you want to go next

Book a Free Consultation → clearsourcebpo.com/contact

Download Additional Tools → clearsourcebpo.com/resources

"Retention is your lever for better CX, better performance, and better margins. Nail it—and everything else gets easier." — The ClearSource Team.

