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2. Lower Turnover. In general, a strong call center culture will help you retain your employees longer and lower your rate of attrition as a result. Keeping your seasoned employees will do more than help you continue to provide the best customer service possible.
For a network-judgement culture to work, the team need to interact seamlessly, so including team-building activities in recruitment will allow the contact centre to determine which recruits have the right attitudes to fit this culture.
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