



Company Experiences **940% ROI**

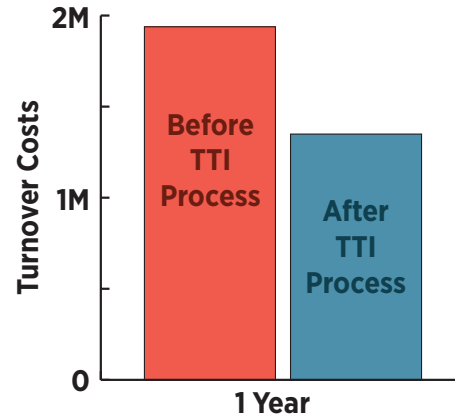
The **SITUATION:**

A group of customer call centers hired a TTI Value Added Associate, because with 140 employees at each location, turnover was in the 80 percent to 120 percent range for customer service representatives, a great deal higher than the national average of 50 percent turnover for call centers in the United States.

Jobs at the call centers paid about \$12 per hour. The call center calculated its cost of turnover to replace a customer service representative at \$17,000 each. With 140 representatives at 80 percent annual turnover, **the company had an annual turnover cost of \$1,904,000.**

The **SOLUTION:**

Using TTI assessments, the distributor assessed current hiring practices and completely revamped the screening, interview and hiring processes.



The **RESULTS:**

A year later, the call center slashed its **turnover rate in half, saving the company more than \$500,000 annually** and producing a **940 percent return on investment.**

