Mastering Agent Motivation: Article 2. Costs of Unmotivated Agents

Note: This exercise looks at only one metric. Others, including adherence, handle time, etc., may also be studied.

Also this assumes lower performing agents are less motivated, which is usually, though not always, true.

The spreadsheet is set up to take up to 20 agents so you can get an idea of how this works.

Just fill in the white boxes. The boxes with blue shading will calculate automatically.

Simple Calculator

Lower performing Agents	Calls/agent /hr	Upper quartile or Avg. for center	Perf. Gap	Gap in %	Loaded Agent Cost	Lost Producivity
Examples follow. Input your own below						
Henry	5	8	-3	-37.5%	$40,000	-$15,000
Am	6	8	-2	-25%	$40,000	-$10,000

Name	Calls/agent /hr	Avg. for center	Perf. Gap	Gap in %	Loaded Agent Cost	Lost Producivity	I need help on this
					Total		

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