

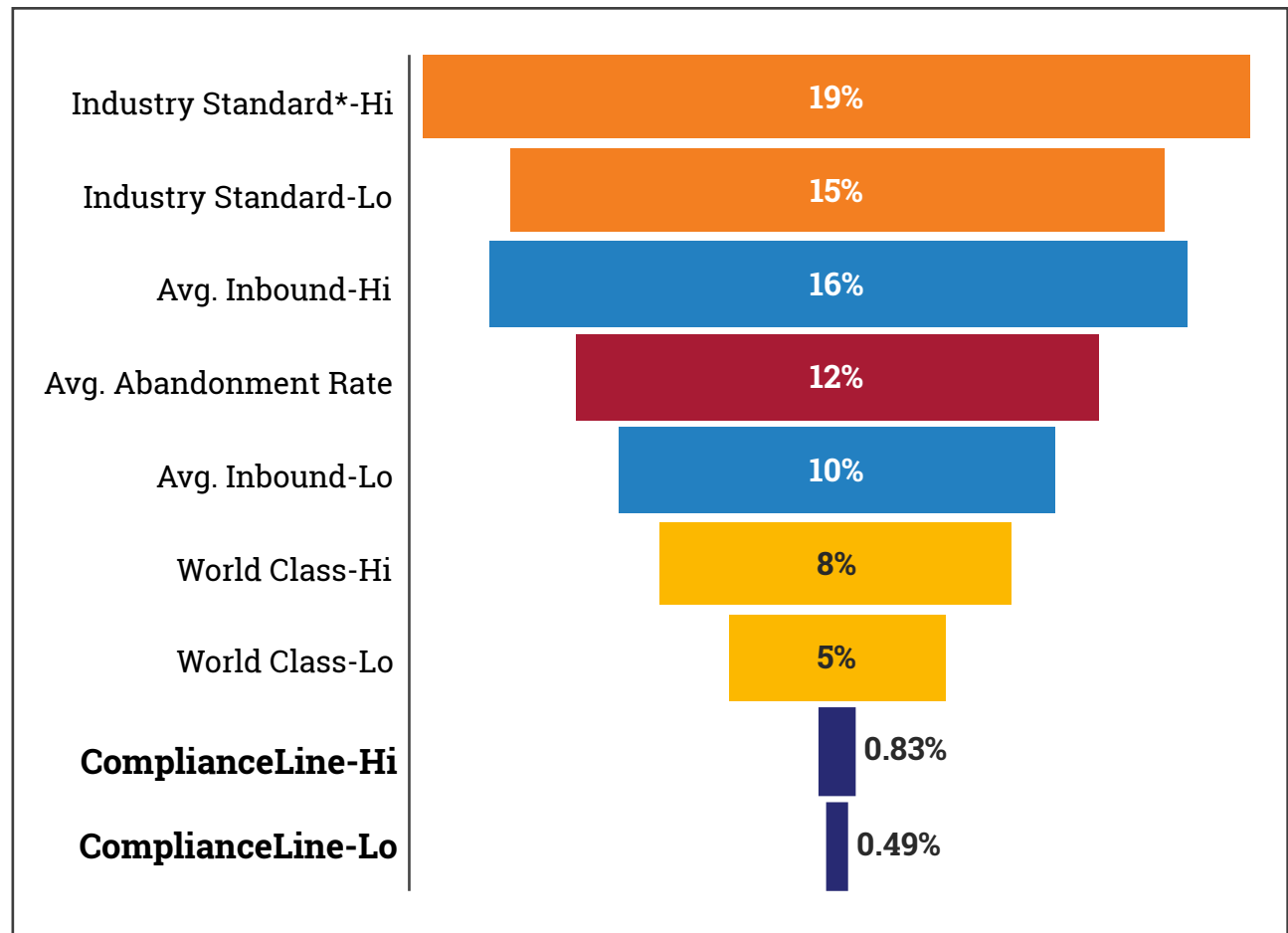
Abandonment Rate: The Silent Killer

With almost 50% of employees witnessing “reportable” misconduct each year (ECI) and less than half them even attempting to report it (Gartner), the Industry Standard* of a mere <1.5 reports per 100 employees means there are many more reports to get from our workforce.

According to Harris Interactive, 75% of callers say it takes too long to reach a live agent. Factors like call-queues, call trees, and long-wait times before speaking to a human all build risk into the system by contributing to high abandonment rate (a metric few like to discuss).

It is critical that each issues an employee attempts to report actually turns into a report. **If your intake is subject to 15-20% abandonment rate, your reporting rate could be upwards of 25% higher than it is.**

Abandonment rate refers to the percentage of calls that disconnect prior to speaking with an agent.



Source: TalkDesk Call Center Benchmark Report, Harris Interactive

*Industry Standard refers to the Navex Global 2020 Risk & Compliance Hotline Benchmark reports and confirmations from several former Navex Global customers over the last 12 months; ComplianceLine figures correspond to high and low internal abandonment rate reports from trailing 12 month period