How to Recognize Customer Service Job Burnout

Every job has challenging days or seasons, but persistent stress can lead to serious burnout. In your business's customer support center, agent burnout can fester, causing performance to drop over time. It can also lead to **quiet quitting** or even attrition.

Losing an employee is often the result of failed leadership — and becoming widespread. **A McKinsey report found** that 48% of employees were interested in or actively seeking new employment in a different industry.

For our 2023 Hero Experience Report, we surveyed over 350 customer service agents and managers to learn more about their motivations and their most common roadblocks to success. At the core of this research, we uncovered a simple but important truth about what drives them:

41% of respondents listed **"assisting customers in resolving service issues brings me satisfaction"** as a top motivator.

Your agents are willing to engage and connect. But without the right tools, training, and career development opportunities, interest can only take them so far. Not providing these to your customer service team can cost your organization talent, time, and money.

As a customer experience (CX) leader, you have a duty to identify the common signs of employee burnout — which can result from a number of personal and professional factors — as soon as possible, and work with your team to find solutions. Use this checklist to see if your employees are experiencing burnout so you can fix it before it's too late.

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Signs of Agent Burnout in Your Support Center

Take an honest look at the state of your customer service team to see where you might be missing signs of agent burnout.

Excessive Workloads

Agents are working long hours beyond the typical 9-to-5.

Agents are delivering poor customer turnover rates and spending too much time on individual tasks.

Agents are inundated with repetitive queries that customers could have found the answers to on their own through self-service.

From our Hero Experience Report

Customer service agents expect work-life balance:

74% for in-office workers

78% for hybrid workers

85% for remote workers

💡 Gladly Tip

Our platform makes customer service more efficient to reduce workloads for employees. You can leverage our **automation** tools to take routine and repetitive tasks off agents' plates so they can focus on more important work like building customer relationships.
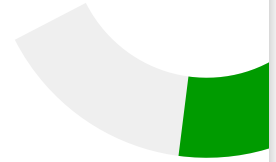
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Stress and Frustration

Agents are showing signs of stress, including mood swings, loss of motivation, or interpersonal issues with other staff.

Agents are taking more sick and vacation days than usual to step away from work.

Agents have privately expressed resentment or concern about my or other agents' performance.

From our Hero Experience Report

Customer service agents who work in-office list interpersonal conflict as a major frustration with **32%** saying **"office politics and personal conflicts are distracting."**

💡 Gladly Tip

Provide more tools for **collaboration**, additional support systems for decreasing workload, and better transparency in your communication to undercut high levels of frustration.

Lapses in Performance

Agent performance is slipping either individually or across teams.

Agents are having problems with specific communication channels.

Agents have expressed frustration at performance measurement methods.

From our Hero Experience Report

Remote and hybrid workers were more likely to note a disconnect between roles and expectations.

12% of hybrid workers said **difficulty maintaining work consistency** was their number one issue.

11% of remote workers said **lack of clarity with roles and responsibilities** was their number one issue.

💡 Gladly Tip

Customer service agents want to know how they're performing, so it's important that managers provide them with the tools to consistently and sustainably improve. Use **transparent insight reporting** to set deliberate and realistic milestones for each employee.

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Lack of Opportunity and Transparency

Agents feel underappreciated for the work they put into our brand.

Agents appear to have little hope or interest in their future careers.

Agents are unaware of opportunities for further development.

From our Hero Experience Report

Customer service agents want to build a career in support, but need manager support to find the right opportunities. In fact, **53% of international respondents said their number one motivator is "employment opportunities within the industry."**

☀ Gladly Tip

Train customer service agents to go above and beyond, and demonstrate how their **talents are transferable**. By showing agents what's possible for them, you'll give them the confidence to further develop their skills.

Feelings of Disconnection

Agents have expressed that they feel siloed at work.

Agents fail to communicate with one another and collaborate on tasks.

Agents feel like they can't come to me when they have an issue or idea.

From our Hero Experience Report

When customer service agents feel isolated or out of touch with what's happening at a company, they may not trust their supervisors enough to communicate honestly with them. In fact, **17% of agents feel that the hierarchical environment of their company creates a divide between executives and frontline service agents.**
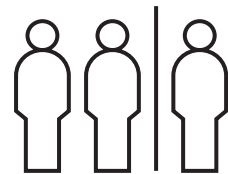
☀ Gladly Tip

Check out our managerial guide on **making service your business** for in-depth, tactical approaches to bridging emotional gaps in your workplace.

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Overall Support Center Health

My workplace has a high turnover/agent attrition rate.

Customer satisfaction (CSAT) is dropping or more complaints are coming in.

Other key CX metrics are declining — wait time, tickets resolved, etc.

From our Hero Experience Report

Agents who want to serve customers are in the profession to improve shoppers' lives. The top motivator for 45% of U.S.-based agents to stay in the field is engaging and conversing with customers.

If your agents aren't equipped or motivated to serve customers effectively, that disconnect will affect how customers see your brand.

☼ Gladly Tip

A CX leader's job is to create a healthy, proactive support center where customer satisfaction stays strong — generally as a result of a satisfied workplace. Learn more about what drives stats like CSAT with **survey templates** from Gladly.

Preventing Burnout

If your agents are showing the signs of burnout we listed, there are practical ways to address it and transform your workplace environment — like using Gladly to build a modern customer service center that turns agents into heroes and empowers them to work smarter.

Learn how Gladly can support your customer service heroes in our **2023 Hero Expectations Report** and discover what your agents need to excel in their roles.

⊕ Gladly