



Did you know.....you can Track Agent Attrition?

You can set the status of one or more users to inactive or deleted. Typically, use inactive status for seasonal workers, or for employees on extended leave of absence who plan to return to the organization. You can also track agent attrition when you delete users or set their status as inactive. Use the captured data to understand why some agents turn over faster than others, and to map out the employee journey.

1. Click **Admin**.
2. Under **People and Permissions**, click **People**.
3. Select the users whose status you want to change.
4. To delete a user, do one of the following:
  - Click **Set State** and from the menu that appears, select **Deleted**.
  - Click the name of the user you want to delete and on the **Role** tab click **Delete Person**.
5. To delete multiple users, do the following:
  1. Select the users to delete.
  2. Click **Set State** and from the menu that appears, click **Deleted**.
6. To set user status as inactive, click **Inactive**.

**Note:** Inactive users cannot log into the organization.

7. In the **Confirm State Change dialog**, select the reason for the status change:
  - Voluntary
  - Seasonal
  - Leave
  - Performance
  - Conduct
  - Unknown
8. Click **Save**.