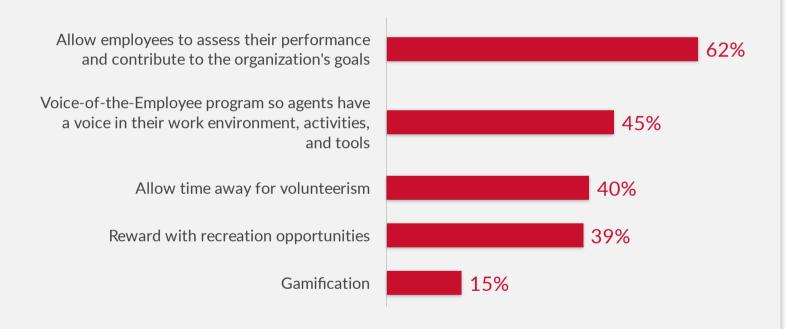# Contact Centers Agree—Involving Agents in QA Processes Increases Engagement

In which ways do you create a sense of worth and togetherness for employees?

Category	Percentage
Allow employees to assess their performance and contribute to the organization's goals	62%
Voice-of-the-Employee program so agents have a voice in their work environment, activities, and tools	45%
Allow time away for volunteerism	40%
Reward with recreation opportunities	39%
Gamification	15%

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