

# Exit Interview Surveys



Departing employees can provide some of the greatest insight into the strengths and weaknesses of your organization. With Allegiance solutions, you can choose between inbound online, live call center or IVR, or outbound live call center options. You get the flexibility you want with the reporting and data-driven insight you need.

Learning why someone leaves your business can be just as valuable as understanding why they become an employee in the first place. Effective exit interviews provide valuable information about internal problems so you can take corrective action before a problem becomes more serious. They give early warning of possible problems, allowing your organization to take corrective actions before a problem becomes the subject of outside investigation or litigation.

But getting the right data quickly is not always easy. People are busy, and they may not want to reveal the information you really need to know. Allegiance can help. We have an array of technology, systems and people to deliver you the insights you need quickly and efficiently.

## Allegiance Exit Interview Solutions

### Inbound

- Online Interviews
- Live call center interviews
- IVR automated interviews

### Outbound

- Live call center interviews

## The Options You Need

Employees can fill out their interviews online, call in to speak to an operator toll-free, 24 hours a day, or Allegiance can call out to them, depending on how you set up your program. By offering these options, you have a greater chance of reaching the largest number of departing employees.

## Why Exit Interviews?

- Detect and resolve problems within the workplace
- Decrease employee turnover
- Reduce the risk of litigation
- Gain insights to increase profits

Allegiance's exit interview program is completely customizable to meet your needs. Just choose your own interview questions, or change our core set of primary and follow-up questions. Allegiance's core question set focuses on the following key areas:

- 1) Workplace communication
- 2) Working conditions
- 3) Advancement opportunities
- 4) Pay and benefits

- 5) Employee training
- 6) Workplace treatment
- 7) Ethics

You have the opportunity to provide a final message to departing employees, or to educate, request a follow-up, or just thank them for their efforts. The appearance of online interviews can be altered, allowing you to use your own logo, fonts, and colors.

You can choose to utilize inbound (live operator or IVR) or outbound phone interviews. Interviews taken over the phone are edited for grammar and clarity and made available to the organization the next business morning. An e-mail is sent informing you that a new interview is available.

For online exit surveys, you can use one of our existing online templates, or choose your own questions. Surveys filed online are made available immediately upon completion and an e-mail is sent informing you that a new interview is available.

We include the set-up and maintenance of an administrator page, which allows organizations to receive and view interviews online and use trending and tracking tools that further break down the overall data.

Housing and delivering interview data via an administrator webpage is the most secure option available. Allegiance houses its servers and all data in-house and access is granted to information through the Internet using 128-bit SSL encryption. No software downloads are necessary, so information is conveniently available anywhere with Internet access.

## Telephone Exit Survey Administration Protocols

Protocols for telephone exit survey administration are designed to achieve an average of 40 percent response rate. Telephone calls are made anywhere between the hours of 9 AM and 9 PM respondent time. At least three telephone calls are attempted at different times of day, on different days of the week, and in different weeks within 42 days after initiation.

Allegiance exit interview survey solutions are part of a family of solutions offered by Allegiance through its Engage platform and consulting services to help you better engage your employees and customers.

For more information and for pricing contact Allegiance Sales at 801.617.8000 or [sales@allegiance.com](mailto:sales@allegiance.com).