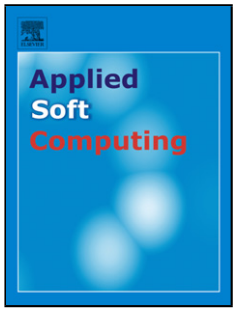
Accepted Manuscript



Title: Using Self-Organizing Maps to Model Turnover of Sales Agents in a Call Center

Author: Mauricio Valle Gonzalo A Ruz Víctor H Masías

PII: S1568-4946(17)30134-5
DOI: http://dx.doi.org/doi:10.1016/j.asoc.2017.03.011
Reference: ASOC 4095

To appear in: *Applied Soft Computing*

Received date: 11-3-2016
Revised date: 28-2-2017
Accepted date: 6-3-2017

Please cite this article as: Mauricio Valle, Gonzalo A Ruz, Víctor H Masías, Using Self-Organizing Maps to Model Turnover of Sales Agents in a Call Center, *<![CDATA[Applied Soft Computing Journal]]>* (2017), http://dx.doi.org/10.1016/j.asoc.2017.03.011

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

ACCEPTED MANUSCRIPT

* We predict employee turnover using Supervised Self-Organizing Maps (SSOM).
* We used a combination of performance and personality traits as predictor variables.
* When comparing performance of the classifier with and without personality traits, we found that personality traits help to improve significantly the performance of the classifier.
* Using capabilities of SSOM, we showed that it is possible to find some personality profiles of agents that make them more or less susceptible to withdraw or to stay in the organization.

Accepted Manuscript

Download English Version:

https://daneshyari.com/en/article/6904396

Download Persian Version:

https://daneshyari.com/article/6904396

Daneshyari.com