

## Accepted Manuscript

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

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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*

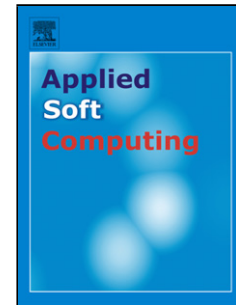
Received date: 11-3-2016

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, *Applied Soft Computing Journal* (2017), <http://dx.doi.org/10.1016/j.asoc.2017.03.011>

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- \* 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.

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