



Call Center Agent Motivation and Compensation: The Best of Call Center Management Review

*E. Arrington, D. Coen, C. Ellis, L. Harps, S. Hash, E. Hawk, M. Klenke, G. Levin, J. Mayben, A. Nickerson,
W. Sitzer, F. Wilkinson*

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This topical book concentrates on the four key factors for building a positive, morale-boosting, growth-oriented call center environment: motivation, compensation, incentives and career paths. Originally published in the pages of Call Center Management Review, the articles presented here include ideas, recommendations and tried-and-true processes for career progression programs, skills development, rewards programs, non-monetary incentives and agent empowerment.

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