



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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