



McLagan Contact Center Pay Practices Study

With increased call and online chat volume brought on by the global pandemic, coupled with a shift to remote work, contact centers are facing both challenges and opportunities. Competition for contact center talent spans multiple industries and pay structures continue to evolve. By understanding different practices across customer facing roles in the contact center, organizations can better motivate staff to maximize results.

This study investigates contact center incentive plan trends and service models across the financial services industry in an evolving service-driven environment.

Comprehensive Pay Practices Insights

Study topics include:

- Organizational Overview
- Incentive Eligibility
- Incentive Plan Structure & Administration
- Shift & Skill Differentials
- Turnover
- Customer Experience Tracking
- Outsourcing Practices
- Additional Hot Topics

Role Coverage: Service, Sales, Collections

Level Coverage: Individual Contributor, Team Lead, Supervisor, Manager

Comprehensive Pay Practices Insights

In addition to providing robust data, our consultants are available for customized projects, including functional benchmarking, pay and performance analysis, incentive plan review and design, cost to market analysis, and custom market practice studies.

Key Dates

- Data Collection: March – May
- Results Available: June
- Pricing: \$2,500 to \$3,300

Contact

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