Erratum to: Spending more time with the customer: service providers' behavioral discretion and call-center operations

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Published online: 16 September 2015
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Erratum to: Serv Bus (2015) 9:427–443 DOI 10.1007/s11628-014-0232-3

The names of all three authors were erroneously written in reversed order (family names erroneously replaced first names). The correct citation should be:

Luria, G., Gal, I., & Yagil, D. (2015). Spending more time with the customer: service providers' behavioral discretion and call-center operations. *Service Business*, 9(3), 427–443.

The online version of the original article can be found under doi:[10.1007/s11628-014-0232-3](https://doi.org/10.1007/s11628-014-0232-3).

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