Reviewer’s report

Title: A qualitative study of employees' opinions on establishing a generic call-centre

Version: 0 Date: 02 Jun 2017

Reviewer: Robert Hoffman

Reviewer’s report:

An interesting study regarding out of hours call centers. Although the focus was a local issue of merging two call centers, the interviews covered other, more general issues that will interest readers from other countries.

The English needs to be worked on a bit. I noticed three lines that had to revised - but a more careful perusal may find more.

Page 8 line 26 "lead to variation" should be allows variety.

Page 9 line 22 "applaud" should be applause.

Page 10 line line 40 "loyally" is unclear.

I would recommend changing "safety alarm service" (a local term not necessarily understood internationally) to "emergency call service".

I would also recommend changing the participants from "informants" to participants. "Informants" has a negative connotation.
Are the methods appropriate and well described?
If not, please specify what is required in your comments to the authors.

Yes

Does the work include the necessary controls?
If not, please specify which controls are required in your comments to the authors.

Unable to assess

Are the conclusions drawn adequately supported by the data shown?
If not, please explain in your comments to the authors.

Yes

Are you able to assess any statistics in the manuscript or would you recommend an additional statistical review?
If an additional statistical review is recommended, please specify what aspects require further assessment in your comments to the editors.

I am able to assess the statistics

Quality of written English
Please indicate the quality of language in the manuscript:

Needs some language corrections before being published

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