

Supplementary 2 - Search Strategies

MEDLINE Search Strategy

1. "call agent*" OR "call cent* agent*" OR "call cent* employee*"
2. Health OR "health and safety" OR "occupational health" OR "wellbeing" OR "stress" OR "workplace stress" OR "occupational stress" OR "job stress" OR "occupational ill-health" OR "job-related strain" OR "mental health" OR "physical activity" OR "sedentary behaviour" OR diet OR "healthy eating" OR smoking OR alcohol OR "working conditions" OR "work environment" OR "work organization" OR "health promotion" OR "workplace solutions" OR "workplace health promotion" OR ergonomics OR "job redesign" OR "work design" OR intervention OR "quasi-experiment" OR experimental OR randomized OR random* OR trial OR strateg* OR guid*
3. "contact cent*" OR "call cent*"
4. 1 AND 2
5. 4 AND 3

CINAHL Search Strategy

1. "Call agent*" OR "call cent* agent*" OR "call cent* employee*"
2. Health OR "health and safety" OR "occupational health" OR "wellbeing" OR "stress" OR "workplace stress" OR "occupational stress" OR "job stress" OR "occupational ill-health" OR "job-related strain" OR "mental health" OR "physical activity" OR "sedentary behaviour" OR diet OR "healthy eating" OR smoking OR alcohol OR "working conditions" OR "work environment" OR "work organization" OR "health promotion" OR "workplace solutions" OR "workplace health promotion" OR ergonomics OR "job redesign" OR "work design" OR intervention OR "quasi-experiment" OR experimental OR randomized OR random* OR trial OR strateg* OR guid*
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PsycInfo Search Strategy

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4. 1 AND 2
5. 4 AND 3

Web of Science Search Strategy

1. "call agent*" OR "contact cent* agent*" OR "call cent* agent" OR "call cent* employee*"
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3. "contact cent*" OR "call cent*" OR "service cent*"
4. 1 AND 2
5. 4 AND 3