



## *Interim Management*

*Onsite temporary management to re-engineer or fill the gap*

This Amtech Marketing consulting service provides you with interim call center management services to handle day-to-day operations when you are in between managers or to turn around a low performing operation through re-engineering of management practices. Your Amtech consultant/manager can be onsite 3 – 4 days a week to guide your agents and team leaders.

### **Potential Interim Management Tasks:**

- Conduct T<sup>3</sup> Diagnostic to benchmark performance and best practices while developing an Action Plan for Change.
- Guide the implementation of the Action Plan to bring about results-oriented change.
- Conduct team-building exercises to enhance supervisor/manager morale, accountability and productivity.
- Enhance the day-to-day productivity and quality activities.
- Create a Profit Center Perception™
- Re-align the call center culture to migrate toward one of individual accountability and world class coaching.
- Conduct bi-weekly briefings with upper management to enhance communications.

**Let one of Amtech's call center expert help you to:**

- Improve productivity
- Enhance agent morale
- Generate better results



**Call today to learn how your organization can benefit from  
Our Interim Management services!**

**Toll Free: 888-546-4844**

303-814-1379

[www.amtechmarketing.com](http://www.amtechmarketing.com)