

## JOHN LOSCHIN

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**From:** Loschin, John  
**Sent:** 07/08/2002 11:49:29 AM  
**To:** Stone, Derek  
**CC:**  
**BCC:**  
**Subject:** RE: 700 Bolt lock calls for 7/1 to 7/03

yes, try and take those calls first especially if we are not queing too bad.

-----Original Message-----

**From:** Stone, Derek  
**Sent:** Monday, July 08, 2002 11:15 AM  
**To:** Loschin, John  
**Subject:** RE: 700 Bolt lock calls for 7/1 to 7/03

I was talking about the calls coming through the direct BL line.  
As for the calls taken the week of 6/24, it was 42.

Should the direct line still take priority over the other calls? I have not been treating it any differently than the regular lines.

-----Original Message-----

**From:** Loschin, John  
**Sent:** Monday, July 08, 2002 9:43 AM  
**To:** Stone, Derek  
**Subject:** RE: 700 Bolt lock calls for 7/1 to 7/03

just count the calls through the dedicated line. what about the week of 6/24?

-----Original Message-----

**From:** Stone, Derek  
**Sent:** Monday, July 08, 2002 9:36 AM  
**To:** Loschin, John  
**Subject:** 700 Bolt lock calls for 7/1 to 7/03

Number of calls taken 40. I am starting get alot of return calls on the 800 line that are merely status checks. Do you want me to count those? I haven't been to date.

DRS