

700 Bolt Lock update Program

877-387-6691

- Call Dennis to script answer to question...
 - I have a round lodged in the chamber, what do I do?
- Meet with John Tuschak and John Loschin
 - Set up phone rolls to go to identified CSR's
 - Determine # of rings at each extension prior to rolling to next.
 - After 3 (?) rolls, dump calls into general Consumer gate.
 - After hours – Do calls get recorded message to leave name, number // or do they dump into the general consumer gate and get the after hours message?
- Have 5- 10 CSR's prepared to be on call for after hours handling of calls.
 - Will be on a "as needed" basis.
 - Will also need to keep systems updated for support.
- What modifications do we need to make in order for the CSR's to handle those calls ---- Is it simply be available and answer the call?
- Do we need systems support for those calls coming in?
- Record new message if applicable.

Thank you for calling the Remington Arms Company dedicated hotline for the Bolt Lock Update Program.
- Have message recorded for out of office for training,...set to come on at 3:10 PM.
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