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Roadranger
SUPPORT

Subject: Extending Hours of Operation for Roadranger Call Center

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Issue Description:

Roadranger customers on the West Coast have requested technical, warranty, and aftermarket sales support until the close of business (5:00 p.m. PST).

Revised Process:

To meet this customer request, the Roadranger Call Center is extending hours of operation from 7:00 p.m. EST (4:00 p.m. PST) to 8:00 p.m. EST (5:00 p.m. PST). Increased coverage allows customer access to technical and warranty support, part information and aftermarket sales until the close of business on the West Coast. This change is expected to be fully in place by June 3, 2013.

See the chart below for the revised hours of operation for the Roadranger Call Center effective June 3, 2013.

Team	Hours of Operation EST	Hours of Operation PST
Aftermarket*	8:00 a.m. – 8:00 p.m.	5:00 a.m. – 5:00 p.m.
Automated	8:00 a.m. – 8:00 p.m.	5:00 a.m. – 5:00 p.m.
Hybrid	8:00 a.m. – 8:00 p.m.	5:00 a.m. – 5:00 p.m.
Mechanical	8:00 a.m. – 8:00 p.m.	5:00 a.m. – 5:00 p.m.

*Currently Implemented

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