

# A Day in the Life of our...

## Commercial Technical Support

It is vitally important that the level of technical support we provide to consultants and contractors meets the same high standards as the heating and hot water technologies we offer. This month, Carl Main, our Commercial Technical Support Supervisor, explains how our dedicated support advisors aim to resolve any issue, no matter how big or small:



### Technical Support

Email: [commercial.enquiry@uk.bosch.com](mailto:commercial.enquiry@uk.bosch.com)  
or telephone 0330 123 3004.

### Opening times

Monday - Friday: 7.00am - 8:00pm  
Saturday: 8.30am - 4.00pm

### Aim to answer every call in 20 seconds

"The Commercial Technical Support team is open six days a week, with our team of advisors working on a shift rotation to ensure there will always be someone available on the phone to answer incoming calls promptly. Such is the importance of providing the best level of service, we strive to answer every call within just 20 seconds.

"Upon arrival at work, each advisor will log into our call management system as well as a number of product programmes and guides, also known as e-manuals, which are tailored specifically for the team's use. This gives each advisor access to all the necessary technical information across the entire commercial and industrial product range and the ability to look at particular features, establish potential issues and offer a solution.

"As a department, a key area of focus is the quality of response we give to each customer. Not only do we analyse average call durations and ensure each call is answered within 20 seconds, but we also take the time to monitor calls from each advisor to guarantee we are providing the correct technical information at all times. This forms part of our continuous improvement programme and helps us to maintain the highest service levels possible.

### Up-to-date Training

Training is a major factor within the Commercial Technical Support Team as it is vitally important that each advisor is fully up-to-date with technological advancements and has a greater understanding of them in order to give out the correct technical advice.

"We have developed training modules specifically for our team of advisors and, before starting in Commercial Technical support, each team member must successfully pass an assessment. Following that assessment, each advisor is continually assessed across our entire product portfolio. We run regular refresher courses for all team members throughout the year which ensures our advisor's knowledge is as thorough as possible.

"At Bosch, our presence in the commercial and industrial sectors is growing rapidly so it is vitally important that the technical support provided is equal to the quality of our product range."



### Did you know?

We received over **7800 calls** in 2014  
with a **99% reachability**.



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