

American Business Telephone & Technologies, LLC



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S.S. Fabrications Solves Telecommunication Difficulties with AVAYA Partner System

S.S. Fabrications

Of Eastford, Connecticut was experiencing a plethora of telecommunicating problems with phones systems the company owns. The problems consisted of dropped calls, lost calls as well as lines refusing to work and static noises coming from those lines. The old phone company tried to the best of their ability to try to solve the problems but it happened to be an internal quandary that could not be solved. Being a major manufacturer of stainless steel tanks for the Aerospace Industry, it was essential for the predicament to be taken care of immediately.

Cliff Ferguson and Howard Small of American Business Telephone & Technologies met with the manager, Trich, to address the concern. With their expertise in interviewing their clients to best address the needs of the company, Ferguson and Small became aware that the phone calls originated in the office to the shop floor. With that being said, it became apparent that a more sophisticated cordless phone would be essential in the

productivity of this company. ABT&T also found an overhead PA system fully installed which



did not correspond with the old phone system. With the information gathered, a solution was agreed upon to solve all of the above mentioned technical difficulties.

S.S. Fabrications needed a system that was user friendly. The AVAYA Partner Phone System was presented as the best option due to the ease of use. The components of the AVAYA Partner Phone System correlated with the needs of the company. These components consisted of a large, easy to read display, buttons and lights to indicate line access as well as status.

AVAYA

Trich is now easily able to place calls on hold, pick up calls in various places within the show, and work while in transit with the new AVAYA 3920 cordless phone. The simple to use voicemail systems allows callers to leave messages in desired



mailboxes which increase the efficiency of the company. These components have directly impacted the productivity of the company.

Thank you S.S. Fabrications for letting us help your company!

Features

- Bright displays & line indicators
- Caller ID log & directory
- AVAYA multi-line cordless phones