

Colchester Mill and Fabrics

Avaya IP Office Phone System Installed



Replacement of 25 year old digital Nitsuko phone system. Upgraded with Avaya IP Office PBX, with display phones. Reconfigure & reuse of existing phone lines and building cables, for cost benefit and streamlined install.

“ Colchester Mill needed phone system that answered calls, with simplified greeting for customers to reach departments directly. Too much phone transferring was consuming staff time. Goal was achieved using the advanced automated attendant of IP Office. Greeting was created to provide customers with concise company information. Callers now reach desired department or staff member immediately.”

- Automated Attendant also **blocks “robot-calls”** as they can't make a menu selection
- Unified messaging provides **immediate notification of voice mails** to email and phone extension.
- Detailed **Caller ID Log & Directory** provides caller information to each extension.
- Intercom with **voice paging or ring** makes contacting internal staff simple push of a button.
- Single Button **All Page**. Integration with ceiling paging speakers and phone speakers for store announcements.
- **Cordless phone** extension provides mobility within
- **Training** provided with **tri-fold instructions**. User friendly instructions provided for log-in, and **easily changing greetings**. Day, Night and Special Greeting pre-recorded for holidays and inclement weather closures.



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