ABB CONTACT CENTER

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Telephone menu options

1 Industrial Robots
Select from the following options:
1. Tech Support or Field Service
2. Parts
3. Sales
Paint, Powertrain, Body-in-White, Flexpicker, Press Automation, Welding

2 Distributed Control Systems
Select from the following options:
1. Field Service
2. Parts
3. Tech Support
4. Training
System 800xA, Advant Master/MOD 300, Symphony Harmony/INFI 90, Symphony DCI/System Six.

3 Instrumentation, Process Analytics
Select from the following options:
1. Field Service
2. Parts
3. Instrumentation
4. Training
1. Process Analyzers
2. Natural Gas Measurement
3. Analytical Systems Integration

4 Drives and Motors
Select from the following options:
1. LV and MV Drives, PLCs and Soft starters
2. Low Voltage, Thomas & Betts
3. Motors and Generators
Field Service, Parts, Technical Support, Training.
Brands: Baldor

5 Pulp and Paper
Select from the following options:
1. Field Service
2. Parts
3. Tech Support
4. Training
Advant/Master, 1180, 1190, ULMA, Measurex.
Brands: Lorentzen & Wettre, Accuray

6 Low and Medium Voltage Electrification, Electric Vehicle Charging
Select from the following options:
1. Low Voltage, Thomas & Betts
2. Electric Vehicle Charging
3. Medium Voltage Electrification
Circuit and Motor protection, Electronic Controls, PLC, Panel Switches, Capacitors, Relays, Soft Starters.
Brands: Entrellec, SACE, Thomas & Betts.

7 Power Products
Transformers, Relays, Switchgear, Breakers, Capacitors, Switches.
Brands: ASEA, Westinghouse, BBC, ITE, BerMac.

8 Substation Automation
PCM, CombiFlex, IED, Protection Relays, Microscada, RTU Controls.

9 Network Management, Enterprise Software
ADMS, DERMS, EMS, GMS, MMS.
Brands: Ventyx.

Helpful emails
General: Contact.Center@us.abb.com | Tech Support: AutomationSupport@us.abb.com | Training: ABBUniversity@us.abb.com

Spare Parts and Repair Services
Web: online.abb.com | Email: PartServices@us.abb.com