

ACD Agent Home - Call Transfer

Introduction

A call transfer can be done during any call, whether it is an inbound or outbound call. There are two different ways of transferring a call in the jtel system. One form is the blind transfer, and the other is with query options. The configuration can be found in the settings of each ACD-Group. For further explanation, see [Editing groups and creating rules](#)

Blind Transfer

As soon as a blind transfer is started, the transferring participants active call is disconnected and a call is initiated to the selected agent, group or phone number which the call is being transferred to.

Transfer with query options

During a transfer with query options, a connection will be made between the transferring participant, and the participant which the call is being transferred to. It is possible to transfer the call or to stop the call-transfer and be reconnected with the participant that being transferred.

Examples

Execution - Blind Transfer using Tab 'Agent'

- The only prerequisites here are that a call is active and that blind transfer is configured in the ACD-Group in which the call is being made
- Navigate to 'Agent Home' and press on the the Tab 'Call Handling', then on the Tab 'Agent'
- Use the button 'Transfer' to transfer the current call to the desired agent

The screenshot shows the jtel PORTAL TEST11 interface. At the top, there's a navigation bar with 'jtel PORTAL TEST11' and user information. Below the navigation bar, there are status indicators for 'Availability Available' and 'Activity Available'. The main section displays 'Current Call' details, including Start, Duration, Configuration Group, Last Agent, Dialer Campaign, Contact Name, Contact Class, Contact Phones, Client - Service, Extra Info, CRM Link, and URL 1. Below this, there are buttons for 'Hold', 'Refer', 'Request Supervisor', 'Send SMS', 'Hangup', 'Callback', and 'Call'. The bottom section shows a list of agents with columns for Agents, Teams Availability, Teams Activity, Status, Phone, Availability, and Action. The 'Transfer' button is highlighted in the Action column.

Execution - Transfer with query options using Tab "Number"

- The only prerequisites here are that a call is active and that transfer with query options is configured in the ACD-Group in which the call is being made
- Hold the call by pressing 'Hold'
- Navigate to 'Agent Home' and press on the the Tab 'Call Handling', then on the Tab 'Number'

- Input the desired number into the field and press 'Transfer'
- After the call is connected, the call can either be handed over to the participant of the inquiry by pressing 'Transfer', or taken back by pressing 'Retrieve'

Hold and Transfer

The screenshot shows the jtel PORTAL interface with the call status set to 'Hold'. The top bar includes the jtel logo, user profile, and various status indicators. The main area displays call details for a 'Current Call' with contact information and a table of call history. The 'Call - Busy' section is active, showing buttons for 'Hold', 'Refer', 'Request Supervisor', 'Send SMS', 'Hangup', 'Callback', and 'Call'. The 'Call Notes' section is empty. The bottom navigation bar includes tabs for 'Call Handling', 'Media Events', 'Inbound Status', 'Calls', 'Media History', 'Dialler', and 'Dossier'. The 'Telephone number' field is highlighted with a red box, and the 'Transfer' button is also highlighted.

Retrieve or Transfer

The screenshot shows the jtel PORTAL interface with the call status set to 'Retrieve'. The top bar and main call details are identical to the previous screenshot. The 'Call - In Transfer (connected)' section is active, showing buttons for 'Retrieve' and 'Transfer'. The 'Call Notes' section is empty. The bottom navigation bar and 'Telephone number' field are also visible, with the 'Transfer' button highlighted.