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

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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

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Retrieve or Transfer

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