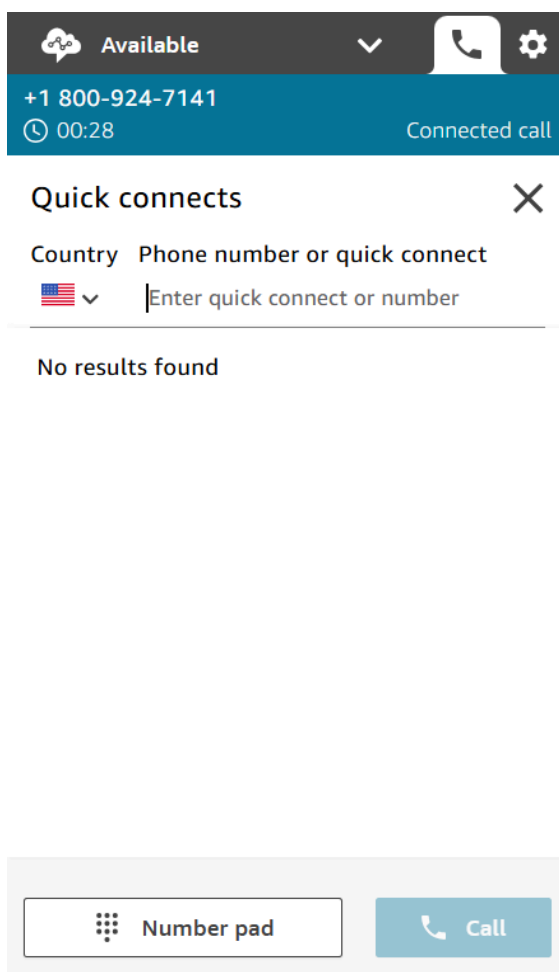
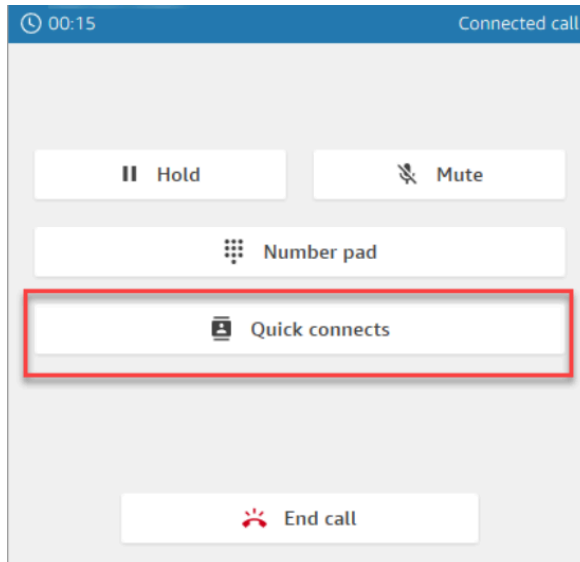


Steps to Transfer a call

- As soon as "**transferring to an agent**" notification pops up, In order to Transfer a call, Follow these basic steps provided in the screenshot.

To transfer to a quick connect or to an external number

1. While you're connected to the contact, choose Quick connects on the CCP.



2. From the list of quick connects, choose the name of another agent to transfer the call to. Or, **to call an external number, choose Number pad, enter the number you want to call, and then choose Call.**

Available

+1 800-924-7141

02:07 Connected call

Quick connects

Country Phone number or quick connect

+1 877-687-1169

+1 877-687-1169

Number pad Call

02:14 Connected call

Quick connects

Quick connect or number

Carlos

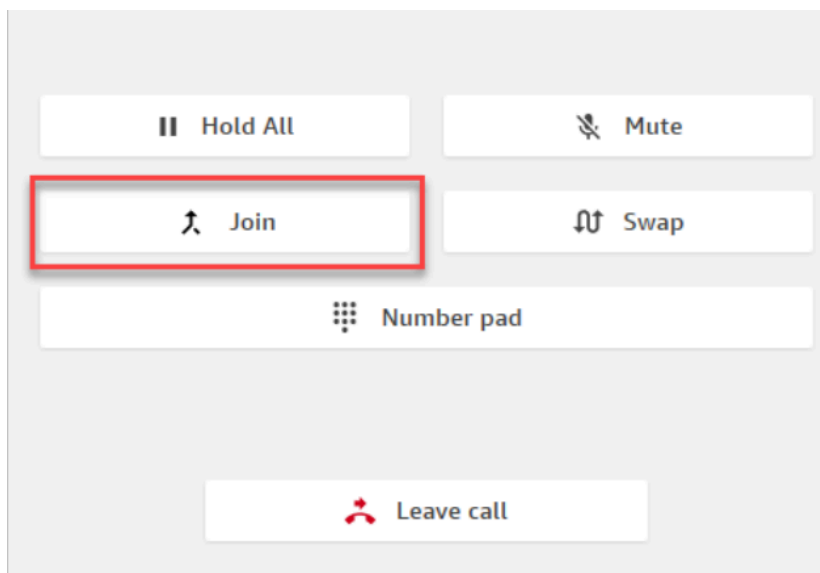
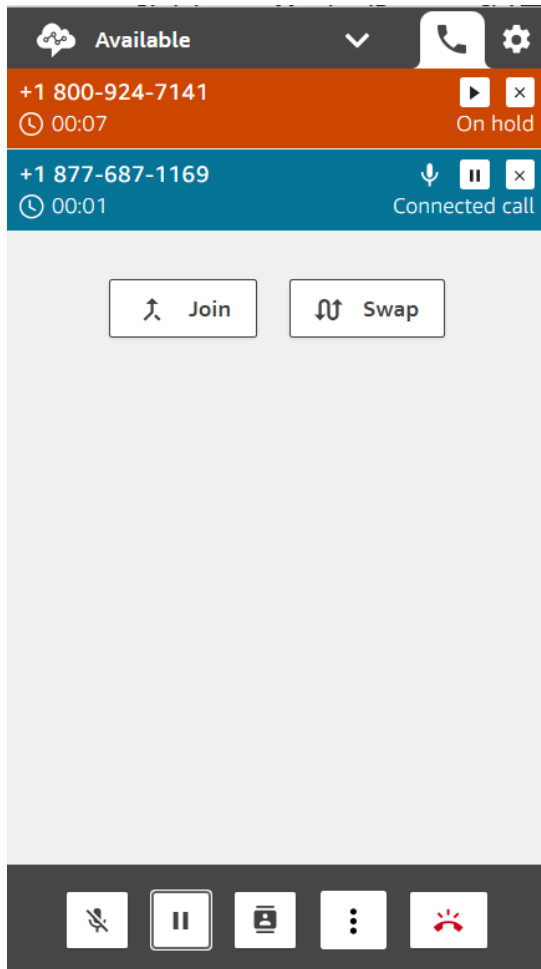
Li

These are agent quick connects. Choose to transfer a call to another agent.

Or, choose **Number pad** to enter an external number you want to call.

Number pad Call

3. After the call is connected to the transfer destination, you can choose Join so the caller, the transfer destination, and you are in a conference call.



4. When the call is joined, the three of you can talk. Choose Leave to complete the transfer and exit the call.

