

# **Agent Call Transfer Document for 1925**

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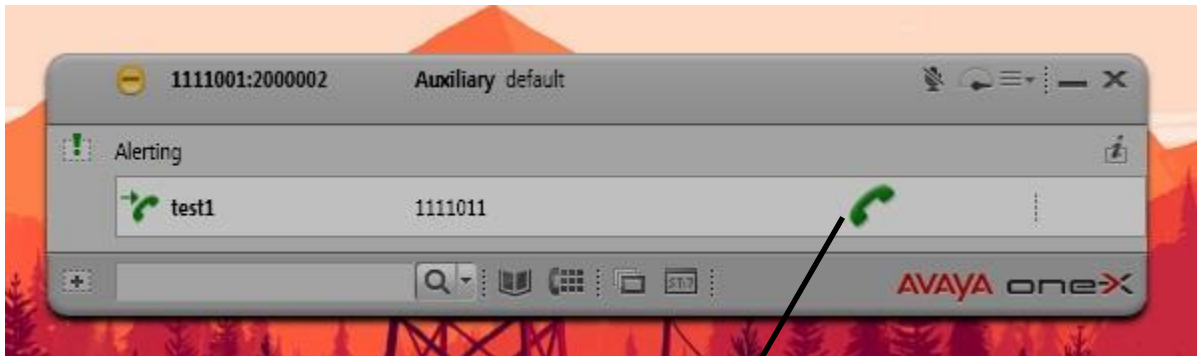
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**Scope:**

To transfer the caller those TV verified from agent to 1925 IVR for data consent activation or deactivation.

**Transferring the Call to 1925 IVR.**

1. Customer call is received by agent. The display will show the VDN Name on which the call has arrived.

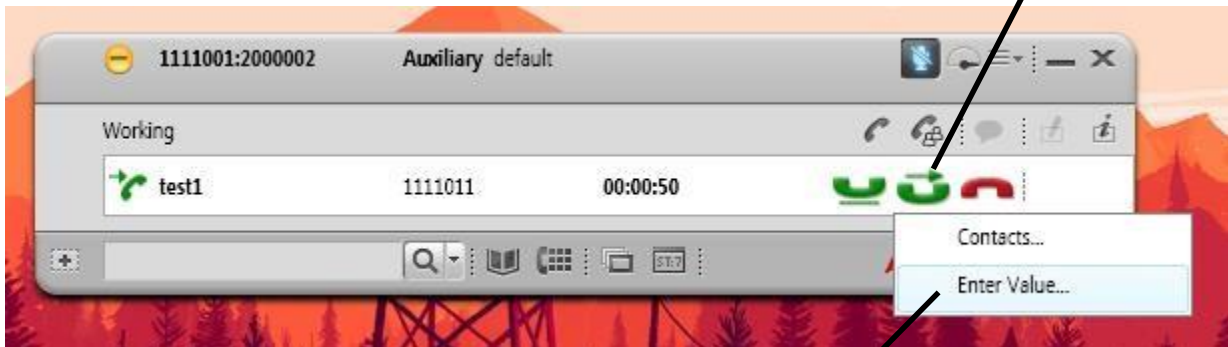


1) Agent receives call. Accept the ...

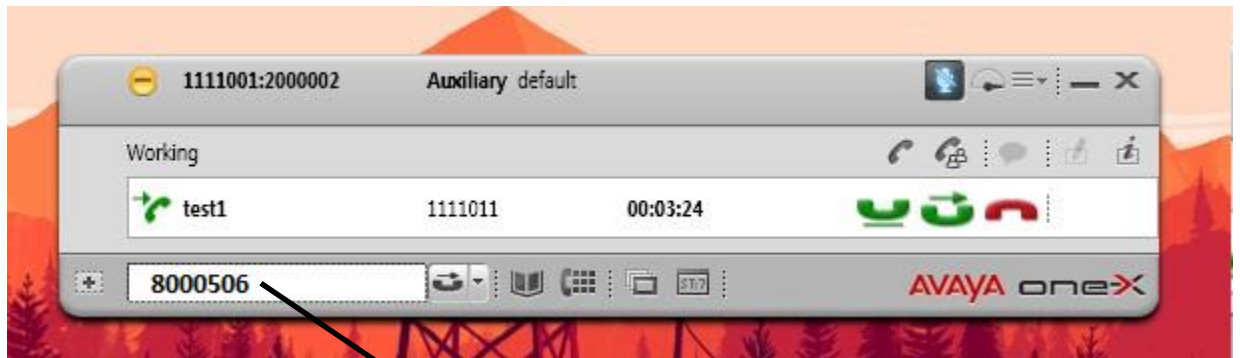
2. Call is answered by agent and the agent wants to transfer the call back to IVR. Agent selects the below shown transfer button and enters the VDN value.

Eg: To transfer the call back to IVR, we have entered 8000506 as the VDN number.

2) After TV Verification, Click on the transfer button

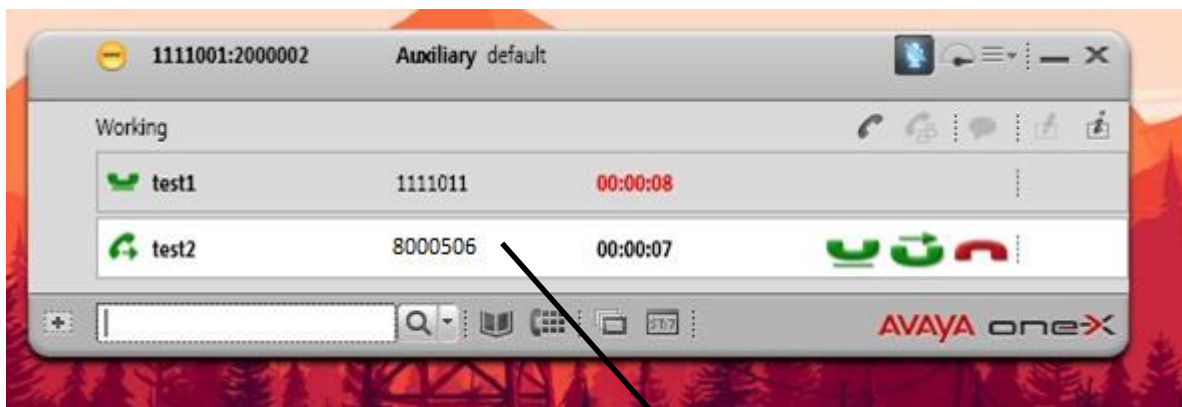


3) Click Enter Value...



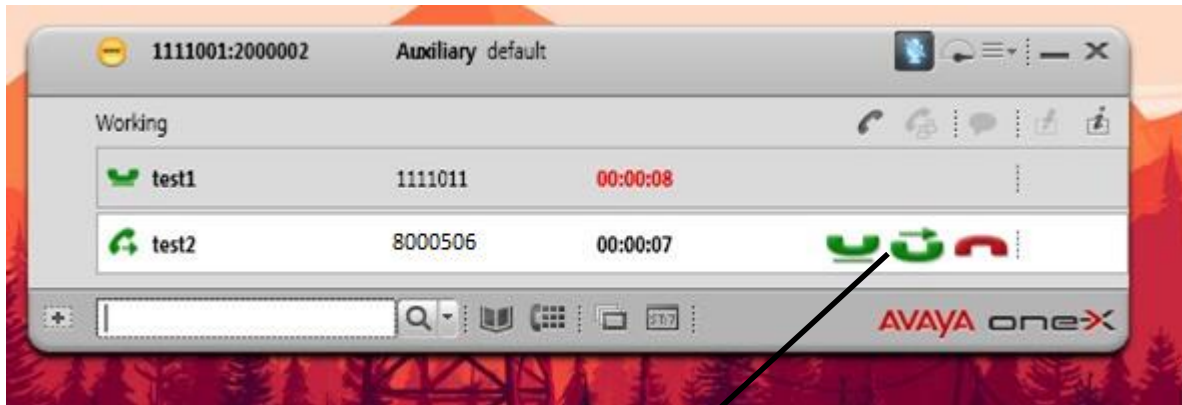
4) Enter the VDN to transfer and press enter key

3. After the VDN value is entered, the agent needs to press the enter button. Post this a new call will be initiated between agent and IVR.



New call created.

4. After the call is initiated between agent and IVR, agent can then press the consultative transfer button to successfully transfer customer call [test1] back to IVR.



5) Click on the transfer button to transfer the ..

Call transfers successfully.

This concludes successful transfer of customer call back to IVR.

### Traversal VDNs for Mumbai Hubs.

PRE → Denotes prepaid

POS → Denotes postpaid

Agent dialing VDN	VDN Name	DNIS
8000506	MUM_IVPR_PRE_CT1925	8000516
8000508	MUM_IVPR_POS_CT1925	8000511

### Traversal VDNs for Mohali Hubs.

PRE → Denotes prepaid

POS → Denotes postpaid

Agent dialing VDN	VDN Name	DNIS
8000602	MOH_IVPR_PRE_CT19 25	8000622
8000603	MOH_IVPR_POS_CT19 25	8000623

### Traversal VDNs for Kokata Hubs.

PRE → Denotes prepaid

POS → Denotes postpaid

Agent dialing VDN	VDN Name	DNIS
4000602	KHR_IVPR_PRE_CT1925	4000612
4000603	KHR_IVPR_POS_CT1925	4000613

### Traversal VDNs for Chennai Hubs.

PRE → Denotes prepaid

POS → Denotes postpaid

Agent dialing VDN	VDN Name	DNIS
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4000506	CHE_IVPR_PRE_CT192 5	4000516
4000508	CHE_IVPR_POS_CT192 5	4000518

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