Agent to agent transfer bug fix for customers using speech analysis

This document details the list of steps you must follow in order to get the agent to agent bug fix working in your environment. Please note these steps only apply to customers who have speech analysis enabled in the app.
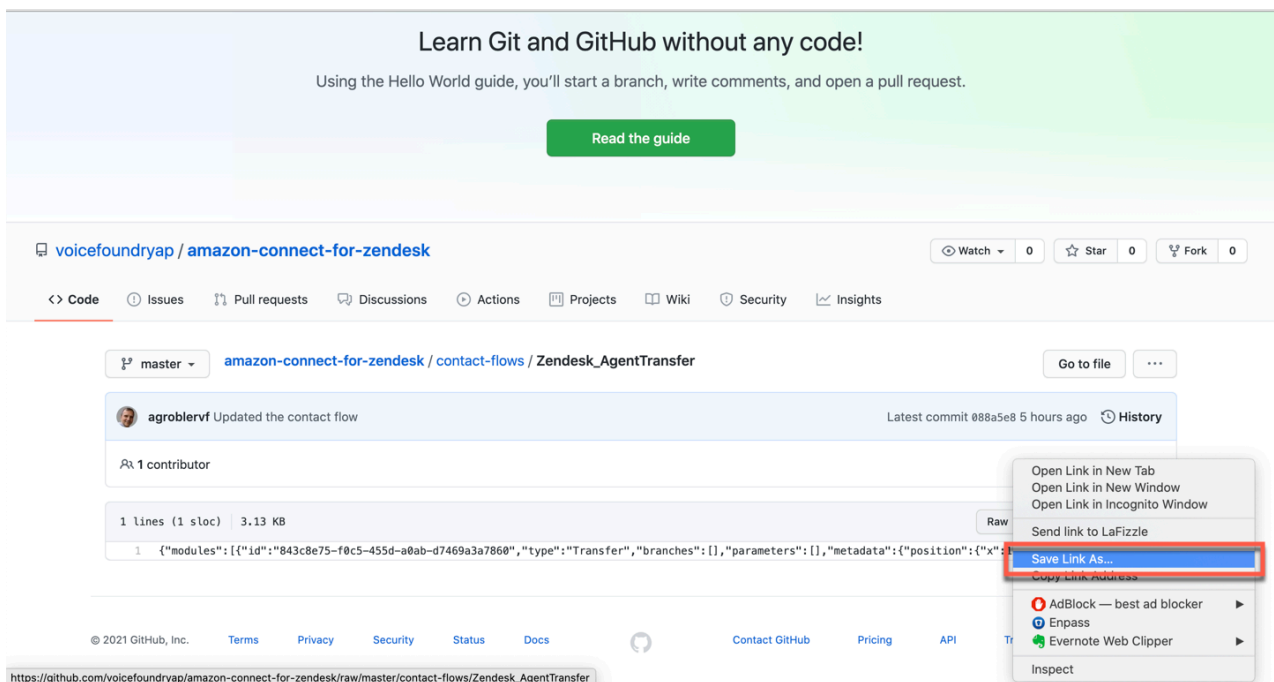
Import the agent transfer flow

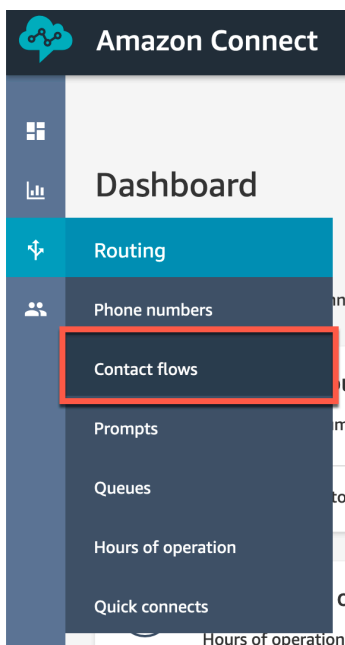Click on the below link to view the *Zendesk_AgentTransfer* flow in our GitHub account.

- *Zendesk_AgentTransfer* flow

Right click on *raw*, then click *save link as* and save the file to your desktop.
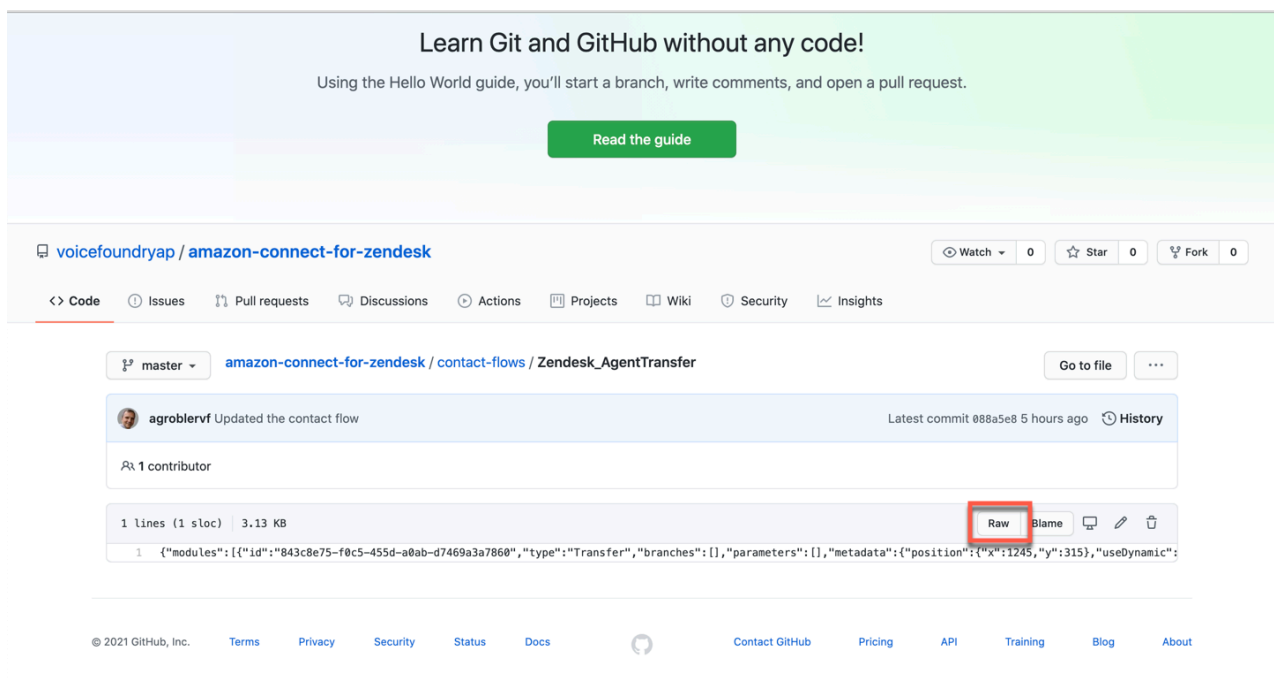
In your Connect instance, click on *routing* on the left hand navigation bar and select *contact flows*.

Click on the dropdown and select *create transfer to agent flow*.

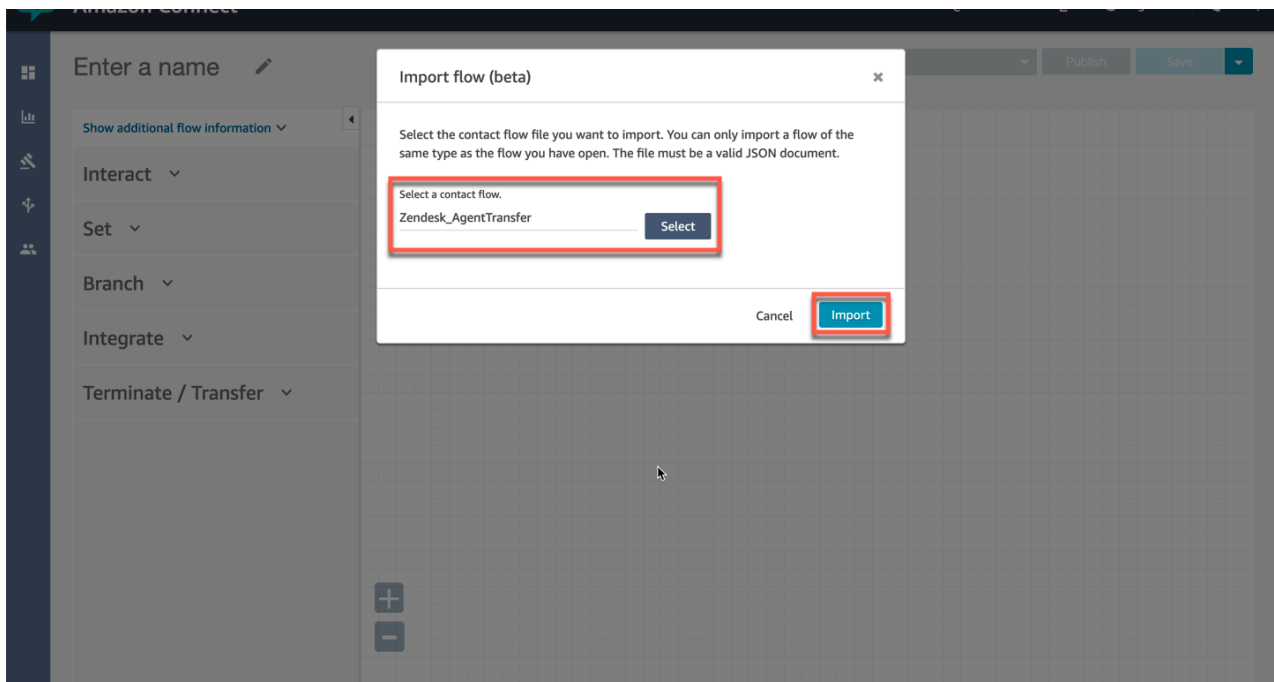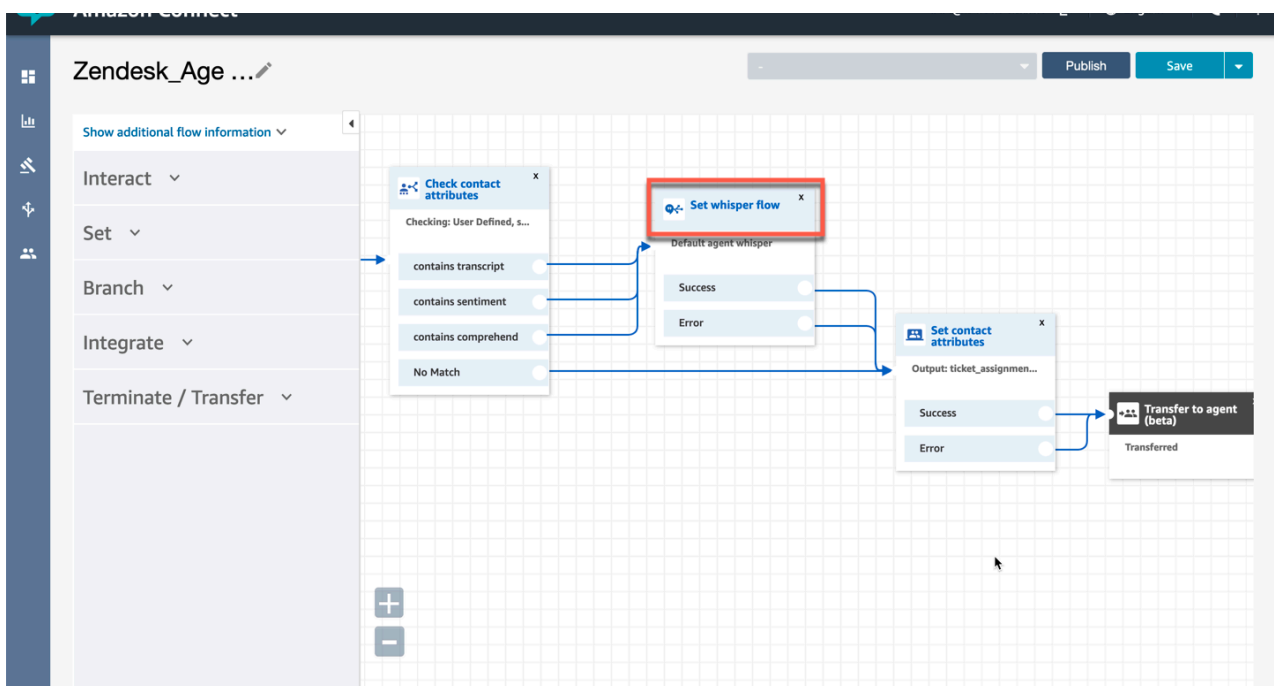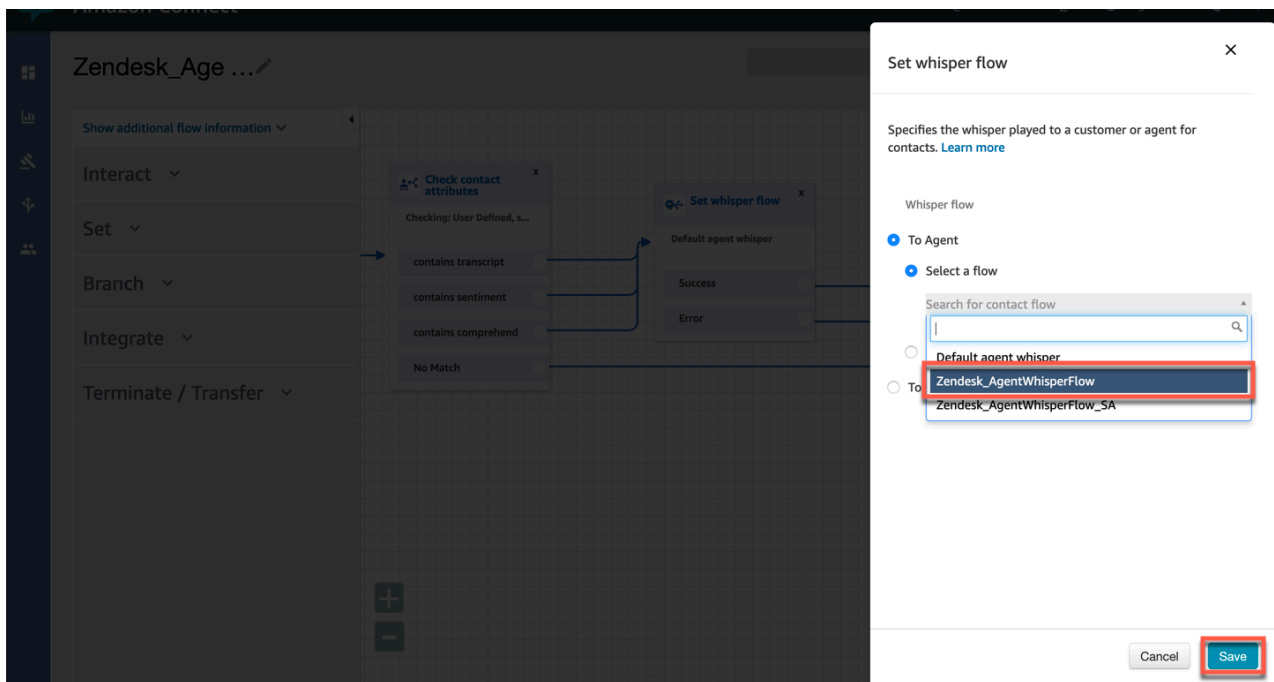Click on the dropdown and select *import flow (beta)*.

Click on select and choose the file *Zendesk_AgentTransfer.json* from your desktop. Click on *import*.
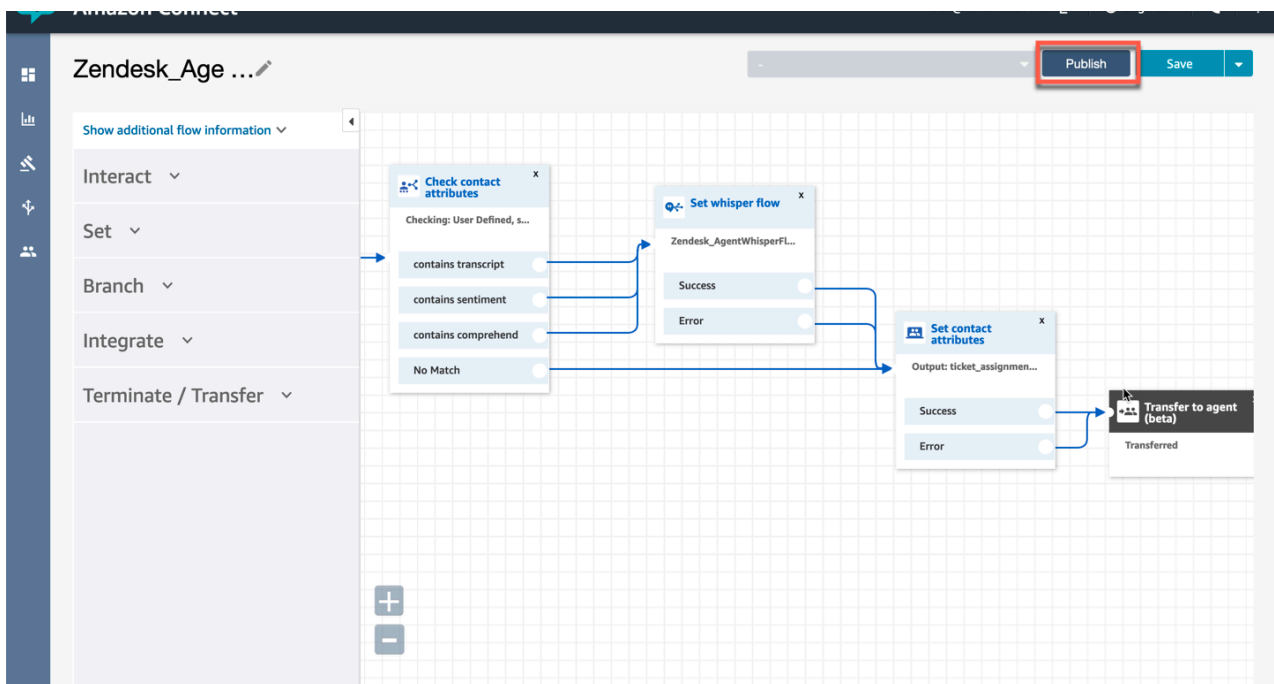
Click on *set whisper flow*.

Set the flow to *Zendesk_AgentWhisperFlow* and click on *save*.

Click on *publish*.

Click on *routing* on the left hand navigation bar and select *quick connects*.

For every agent in the list, set the contact flow to *Zendesk_AgentTransfer*, then click on *save*.