

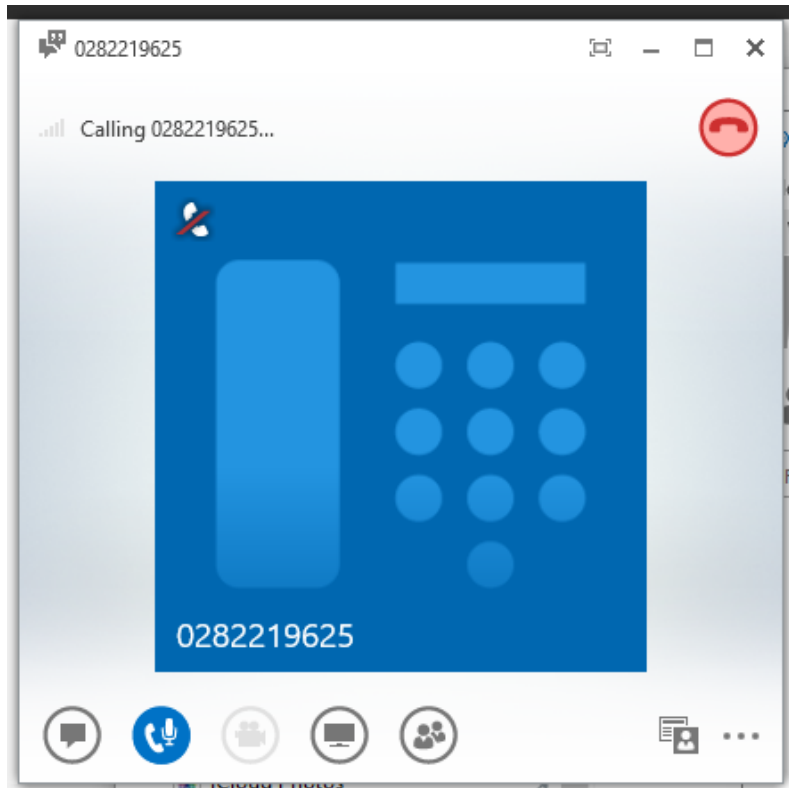
Call Connections

3) How to transfer a call on Lync VOIP Phone System

Transferring a call on the VOIP Phone System can be done using the following steps.

To transfer a call to another staff member, support, Team Supervisor do the following.

1. While on the Call Status Window



1. Press the

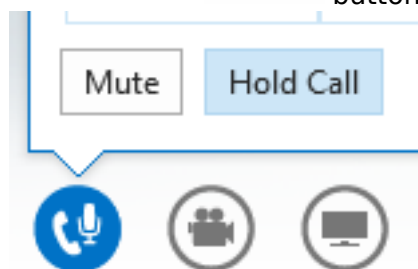


button and place the customer on **hold** by
1. Simply move your mouse over the



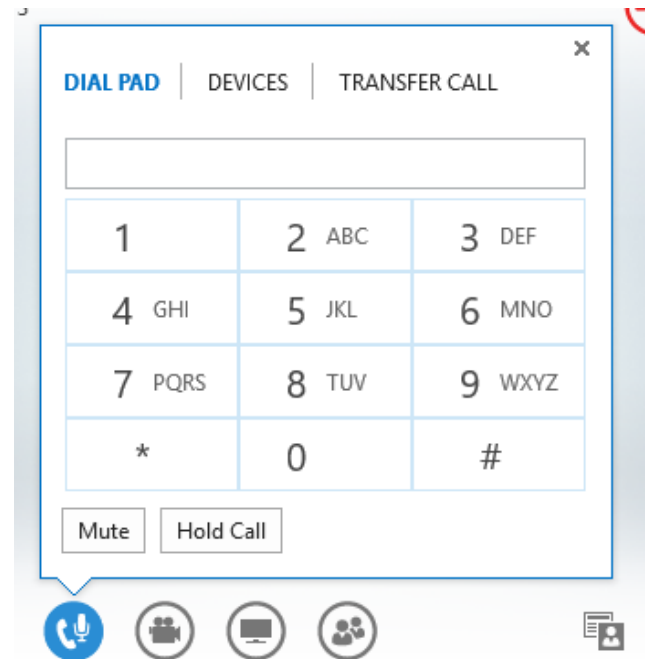
button until you

see the Hold Button

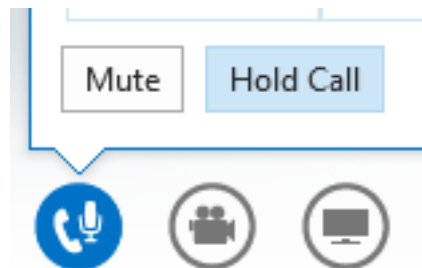


show up

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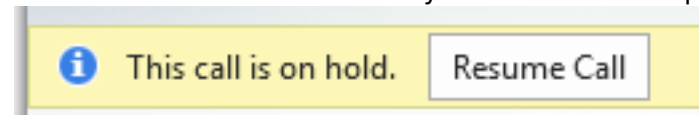
2. Press the Hold Button



will put the customer on hold.

and this

3. When the customer is on hold you will see this displayed



4. Place your mouse over the



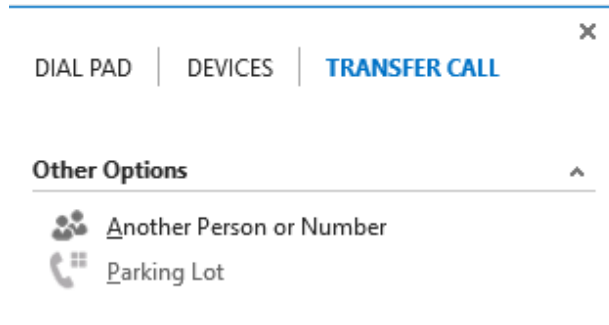
button again and at the top you will see the **Transfer Call** feature.



5. Press the **TRANSFER CALL** button.

6. A window will show up as follows

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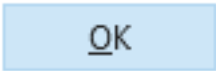


7. Press the  **Another Person or Number** button.

8. It will open up the Transfer Window. Enter the number you wish to transfer the call to in the white field box

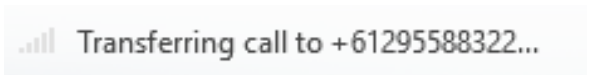
Choose a contact or type a name or phone number.

9. Double Click on the number below show below the field box or press the



button to transfer the call.

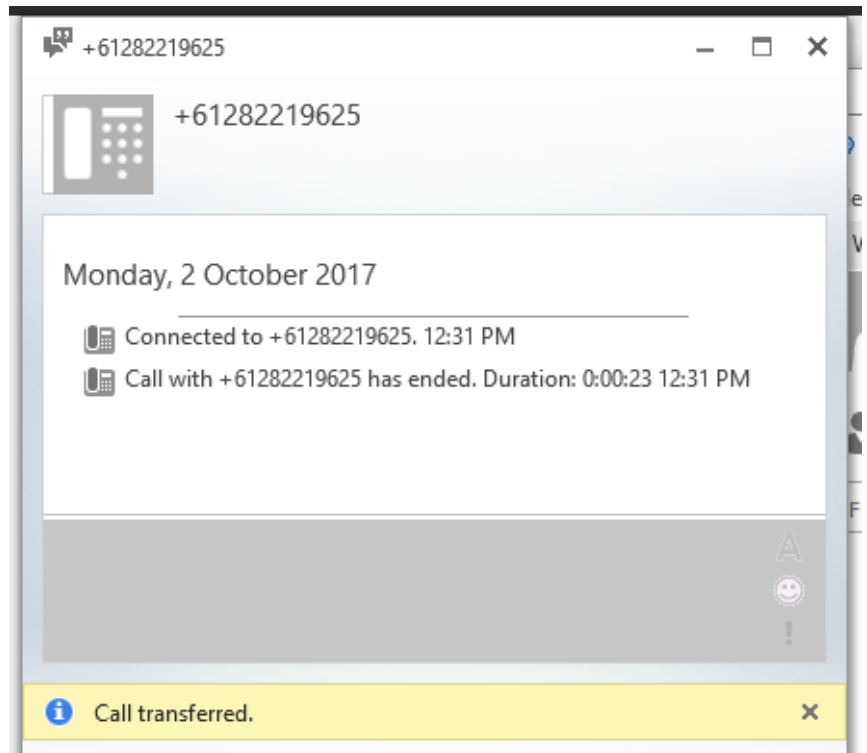
10. The system will say

 Transferring call to +61295588322...

Important: Do not hang up or **Close** the Call, until the Transfer Call is complete. Wait for the Phone System to inform you that the call has been transferred.

11. When the call is transferred correctly you will receive a notification that will look something like this.

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Only after you received this notification, will the System complete the transfer call and your line will be available for your next call.
You will not need to hang up a phone call when you have successfully transferred a call.

Attached files:

Unique solution ID: #1327

Author: n/a

Last update: 02-Oct-2017 12:34