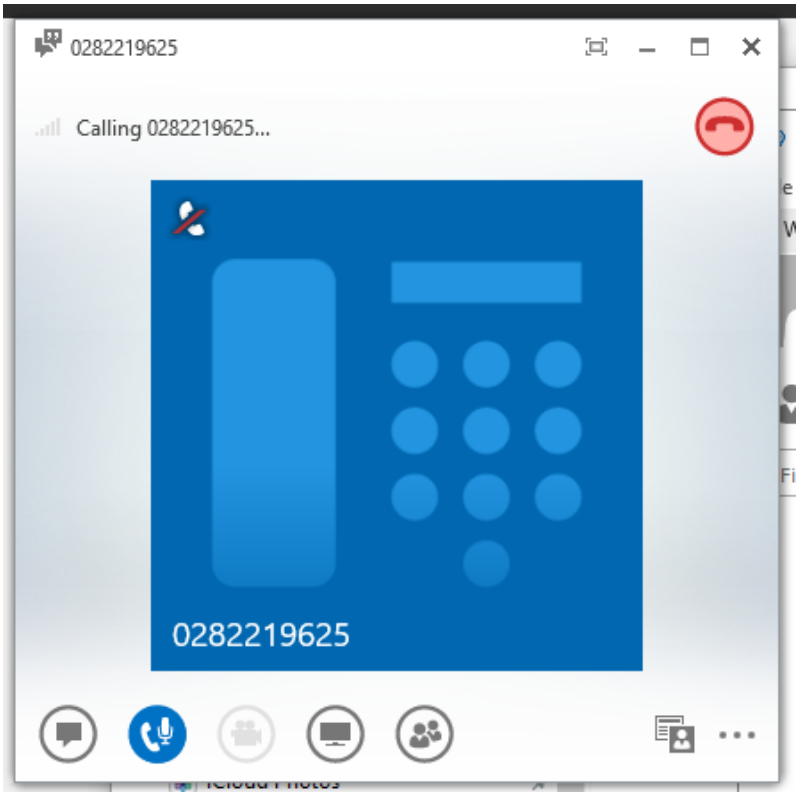
Call Connections

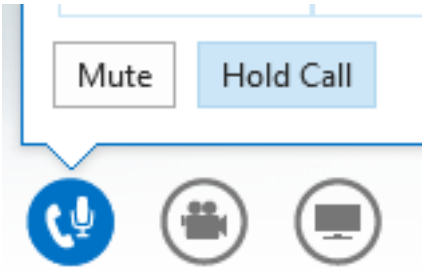
3) How to transfer a call on Lync VOIP Phone System

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 Windown

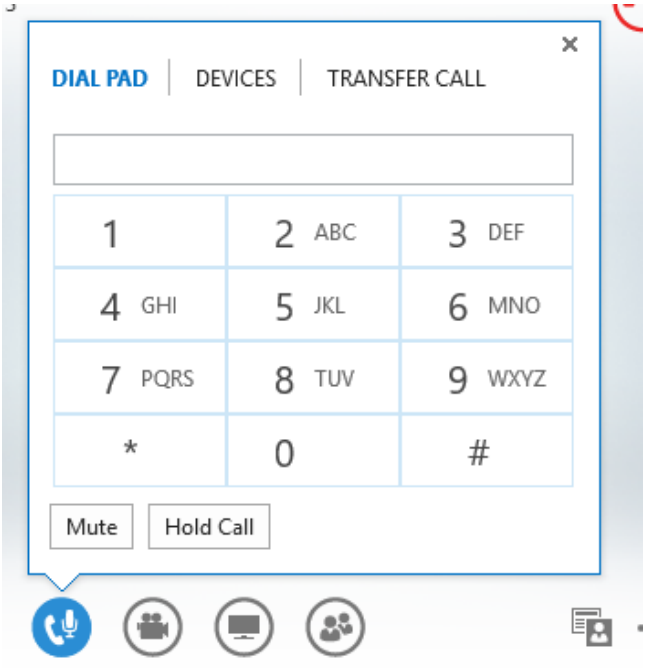


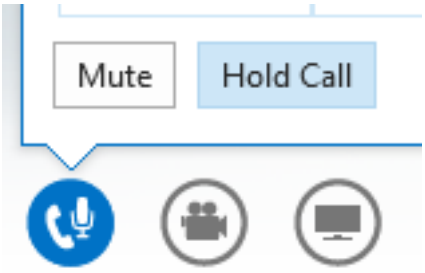
1. Press the  button and place the customer on **hold** by
1. Simply move your mouse over the  button untill you see the Hold Button 

show up

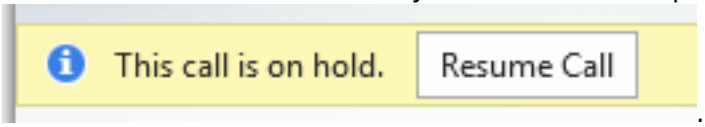
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URL: https://staff.iconic.productions/KB/content/0cat=53/328/en/3-how-to-transfer-a-call-on-lync-voip-phone-system.html

Call Connections



2. Press the Hold Button 

and this will put the customer on hold.

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.



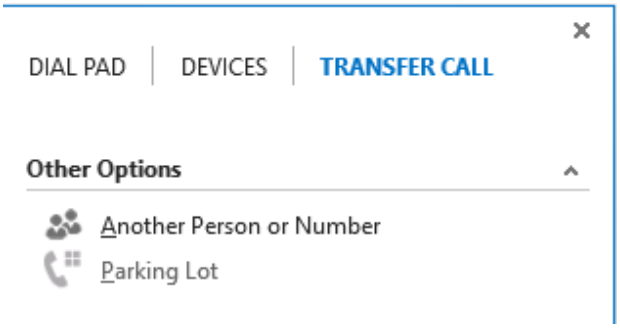
5. Press the 

button.

6. A window will show up as follows

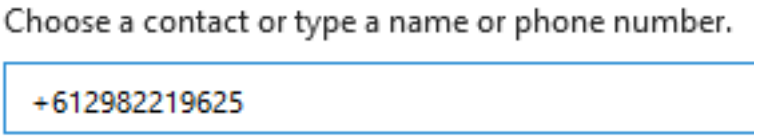
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URL: https://staff.iconic.productions/KB/content/0cat=53/328/en/3-how-to-transfer-a-call-on-lync-voip-phone-system.html

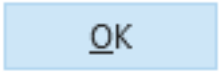
Call Connections

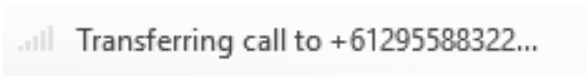


7. Press the  button.

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



9. Double Click on the number below show below the field box or press the  button to transfer the call.

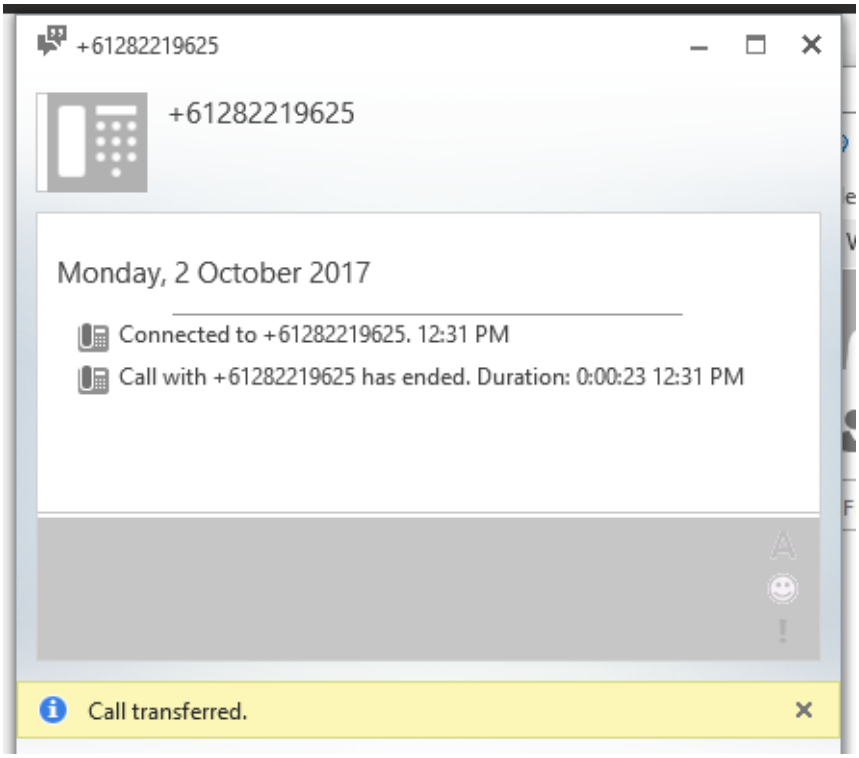
10. The system will say 

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

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

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Call Connections



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

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