

Transferring Calls

When you need to transfer a phone call, you have a couple options...

1. Supervise the transfer to a Co-worker
 - a. Press -TRANS/CONF- (*this puts the caller on hold*).
 - b. Dial the desired extension.
 - c. If the person answers, tell them -**who is calling**- and the -**purpose of the call**-.
 - d. If they want to accept the call.
 - i. Press -TRANS/CONF- (*this initiates a three way call*).
 - ii. Announce to the caller that you have the other party on the line (*i.e. "Mr. Doe, I have Mr. Smith on the line"*).
 - iii. When they start talking, quietly hang up the phone.
 - e. If they don't want to accept the call.
 - i. Press -ⓧ- to go back to the caller.

2. Transfer the call directly to a Co-worker's voicemail
 - a. Press -TRANS/CONF-.
 - b. Dial -6500-.
 - c. When you hear talking, press - * -.
 - d. When prompted for an extension number, dial the desired extension.
 - e. Hang up immediately so that the customer will hear the full voicemail that you have transferred them to.