

Call Transfers

Process of relocating an inbound call to another phone or messaging system. You can transfer by entering the **Extension** or **External** number with the keypad, using your **Contacts** softkey, or by using your **Rapid Dial** buttons.

(Rapid Dial buttons can be set to perform one of 2 types of Transfers)

Using Sangoma P3XX Series Desk Phones

• Cold / Blind Transfers

- Sends the caller to the new extension without any interaction between the person transferring the call and the extension receiving the transfer.

During a call...

1) Press the  button to initiate the Transfer process:

2) Enter the **Extension** or **External phone number** you would like to Transfer to.

*You can also access contacts via your **Contacts** or **Rapid Dial** options.*

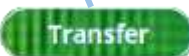


You will see these **SOFTKEY** Options:



← Cancels Transfer process where you can **Resume** with caller.

← Deletes digits of number you are transferring to.

3) Press the  softkey to complete **Blind Transfer** to your Contact.

The recipient of your **Blind Transfer** will see the caller ID of the contact who you transferred to them. This will look like that contact is receiving a **DIRECT** call from the person you transferred:



• Warm / Attended Transfers

- A type of phone transfer that puts the caller on hold while a customer support rep communicates with the transfer recipient – another agent.

During a call...

1) Press the  button to initiate the Transfer process:

2) Enter the **Extension** or **External phone number** you would like to Transfer to.

You can also access contacts via your **Contacts** or **Rapid Dial** options.



You will see these **SOFTKEY** Options:

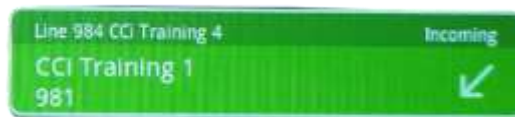


Cancels Transfer process where you can **Resume** with caller.

Deletes digits of number you are transferring to.

4) Press the  softkey to **call** the contact while original caller is on Hold.

The recipient of the **Attended** Transfer will first see **your** Caller ID calling them.



3) When connected, you announce the caller to the Transfer recipient.

If the recipient confirms the transfer, press the **TRANSFER** Softkey to complete the Transfer



If the recipient **denies** the transfer, press the **END CALL** Softkey to end the call. Press the "resume" softkey to get back to the original caller.

After speaking with you and confirming the transfer, press the  Softkey. The recipient will then see the Caller ID on their screen switch from you to the caller being transferred.



• **Transfer** to Voicemail

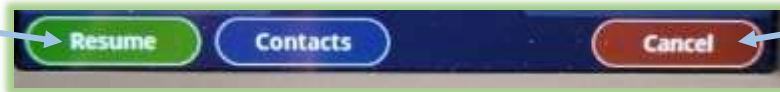
Transfers caller directly to coworker's voicemail. Coworker's phone does not ring. They will get notification of a new voicemail. There are a few ways this can be done.

Using **Contacts**:

- 1) Press the  button to initiate the Transfer process:

Resumes call with original caller

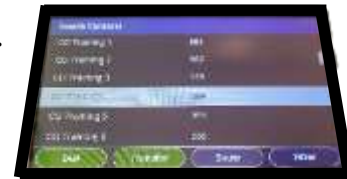
You will see these **SOFTKEY** Options:



Cancels Transfer process where you can **Resume** with original caller.

- 2) Press the **Contacts** Softkey to access your **CONTACTS**.

- 3) Once you find the coworker you would like to send the caller to their voicemail, press the **Show** Softkey. This brings up the coworker's **CALL CARD**.



- 4) Using the Navigation Pad on phone, Highlight the "**Transfer Voicemail**" option.



Then press the **Select** softkey to transfer the caller to that extension's Voicemail.

Using **Rapid Dials**:

- 3) Press the  button to initiate the Transfer process:

- 2) Press and hold the coworker's **Rapid Dial** button.



- 1) This brings you directly to that coworker's **CALL CARD**. You can then repeat step 4 of "**Using Contacts**" section.

Using the ***33 Feature**:

- 1) Press the  button to initiate the Transfer process:

- 2) Prior to dialing the extension number you are transferring to, prepend the call with "***33**" and then the extension number. When done, press the **Transfer** softkey.

This is an example of a *call window* when transferring to Extension **984**'s Voicemail using the *33 feature

