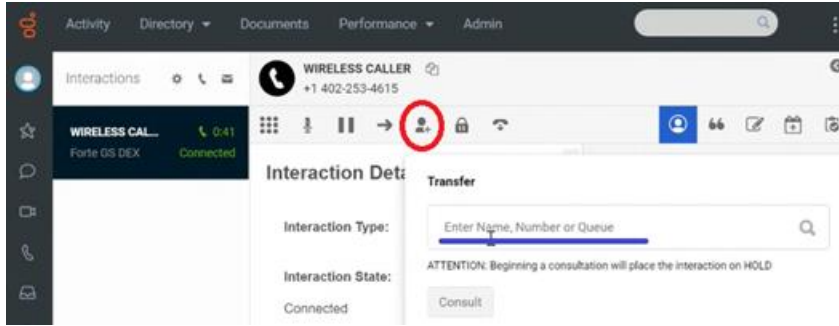


How to perform a Consult transfer with Introductions (Warm Transfer)

While you are in a call select the Consult Transfer Icon. Shown here circled in Red. Then start typing the name of the agent to transfer to in the Interaction Type box shown here underlined with the purple line.



Once the Transferring Agent answers your call and you convey the necessary information about the call. You can now un-hold the customer and make introductions. Shown here by the Red Hold symbol Circled in Blue.



Once the introduction are made and you are ready to leave the call select the Right Arrow icon, shown here circled in Green to complete the transfer.