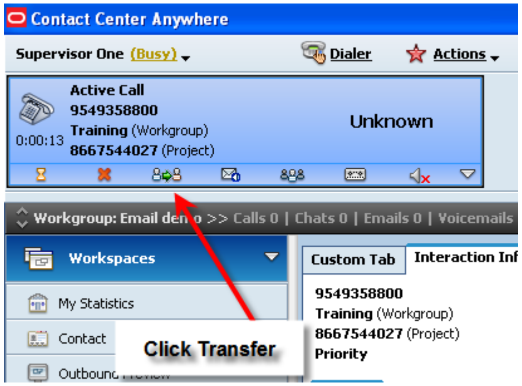
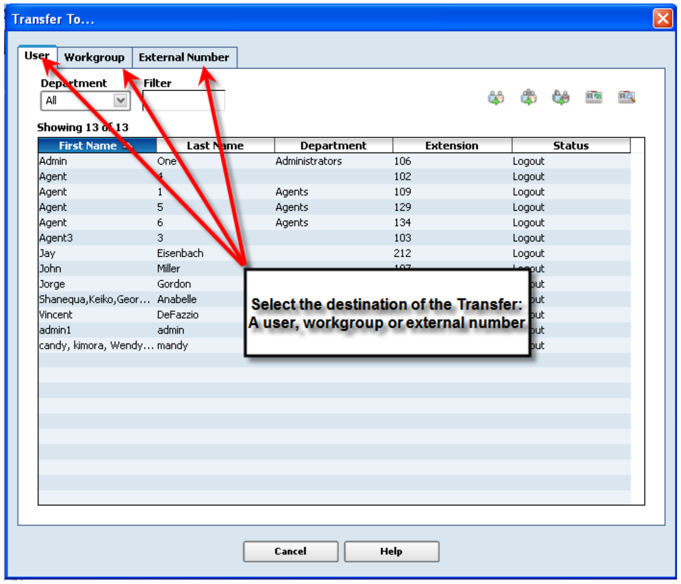
Steps to complete a Supervised Call Transfer

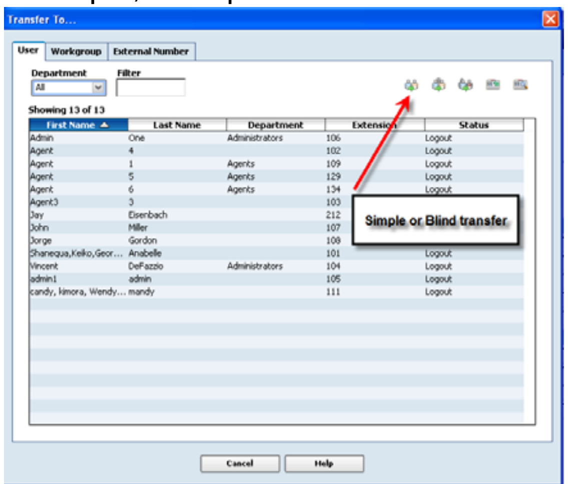
1) When ready to transfer the current interaction (call) click the Transfer control.

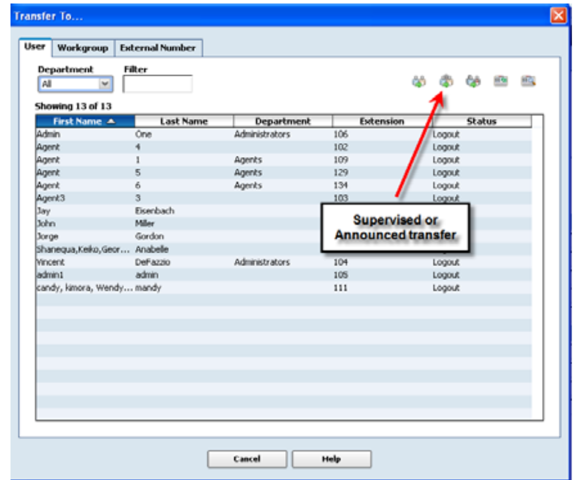


2) Select the destination for the transfer:
A workgroup, user or an external number.

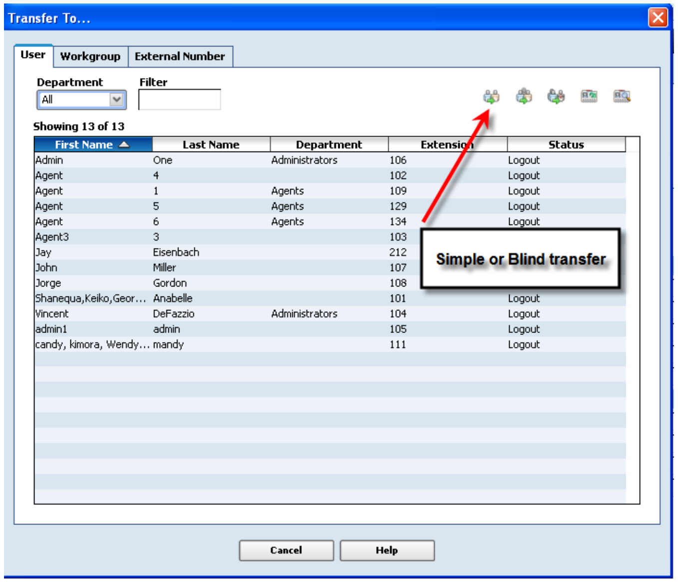


3) Next Select the type of transfer you wish to complete:
Simple, or Supervised.

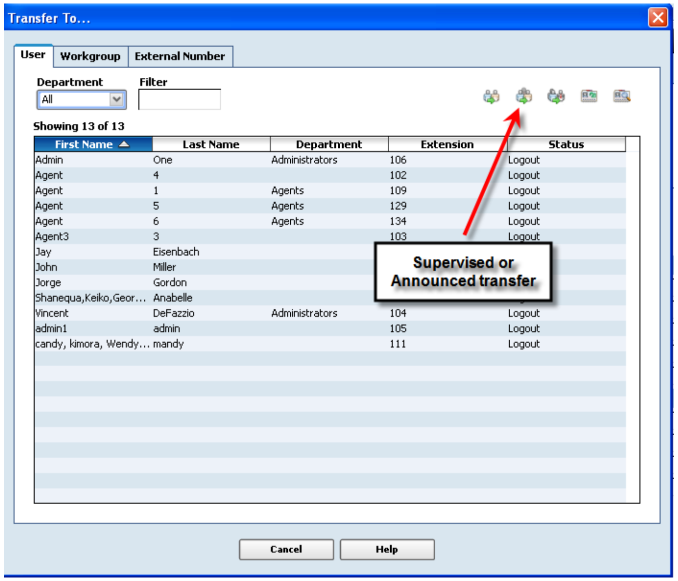




4) A simple or blind transfer simply sends the call to be transferred to the destination.



5) A supervised transfer allows the Agent to announce the call to be transferred to the destination prior to the transfer taking place.



6) After clicking Supervised Transfer, the agent is presented with the Supervised Transfer Control, when the destination is reached, and the call has been announced, the Agent clicks Complete, and the call is transferred