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The Right Technology, the Right Results

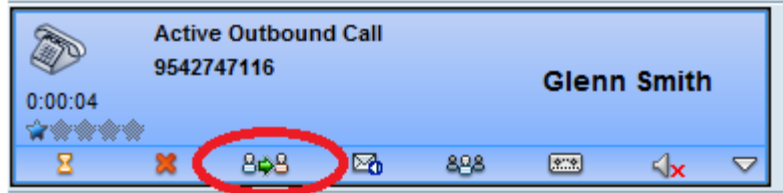
Completing Supervised Transfers

V1.0

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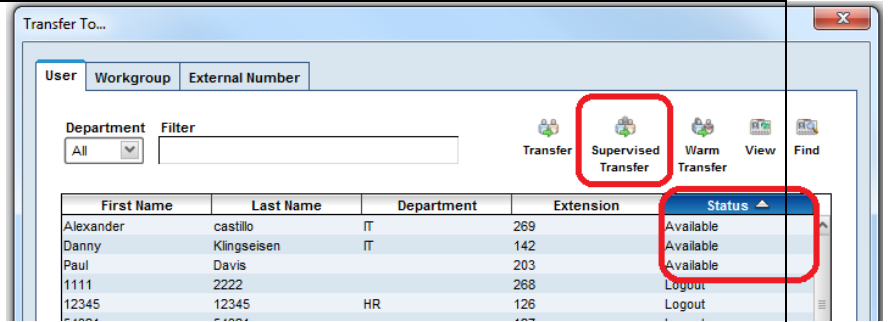
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1) When ready to transfer the current interaction (call) click the transfer icon.



2) In the **Transfer To** pop up window, select a user who is available and then click **Supervised Transfer**.

*****Note***** If needed select a department to filter the user list.



3) In the **Supervised Transfer** window, when you are ready to complete the transfer click the **Complete** button to transfer the original caller to the third party.

*****Note***** Clicking supervised transfer in the previous step results in the original caller being placed on hold and places a call to the third party. The complete button will be grayed out until the third party answers the phone call.

*****Note***** If you no longer wish to transfer the original caller to the third party, click **Cancel Button** and take your customer out of hold by clicking the green check icon.

