



promero

The Right Technology, the Right Results

Completing Warm Transfers

V1.0

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ORACLE CERTIFIED
PARTNER

promero

<p>1) When ready to transfer the current interaction (call) click the transfer icon.</p>																																									
<p>2) In the Transfer To pop up window, select a user who is available and then click Warm Transfer.</p> <p>***Note*** If needed select a department to filter the user list.</p>	 <table border="1" data-bbox="792 579 1450 730"> <thead> <tr> <th>First Name</th> <th>Last Name</th> <th>Department</th> <th>Extension</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1111</td> <td>2222</td> <td></td> <td>268</td> <td>Logout</td> </tr> <tr> <td>12345</td> <td>12345</td> <td>HR</td> <td>126</td> <td>Logout</td> </tr> <tr> <td>54321</td> <td>54321</td> <td></td> <td>127</td> <td>Logout</td> </tr> <tr> <td>A</td> <td>Test</td> <td></td> <td>194</td> <td>Logout</td> </tr> <tr> <td>Alexander</td> <td>castillo</td> <td>IT</td> <td>269</td> <td>Available</td> </tr> <tr> <td>Bob</td> <td>Barker</td> <td></td> <td>148</td> <td>Logout</td> </tr> <tr> <td>Bob (agent)</td> <td>Detken</td> <td></td> <td>131</td> <td>Logout</td> </tr> </tbody> </table>	First Name	Last Name	Department	Extension	Status	1111	2222		268	Logout	12345	12345	HR	126	Logout	54321	54321		127	Logout	A	Test		194	Logout	Alexander	castillo	IT	269	Available	Bob	Barker		148	Logout	Bob (agent)	Detken		131	Logout
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<p>3) In the Warm Transfer window, when you are ready to complete the transfer click the Combine button to combine the call from the original caller to the third party.</p> <p>***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.</p>																																									
<p>4) In the Warm Transfer window, when you are remove yourself from the conversation between the first and third party, click the Leave button.</p> <p>***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.</p>																																									