promero

The Right Technology, the Right Results

Completing Warm Transfers

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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 **Warm Transfer.** ***Note*** *If needed select a department to filter the user list.*	
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. ***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.*	
4) In the **Warm Transfer** window, when you are remove yourself from the conversation between the first and third party, click the **Leave** button. ***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.*	