

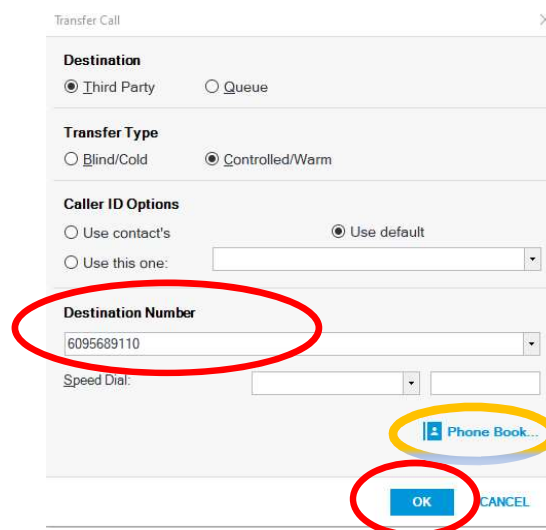
TO TRANSFER A CALL  
SELECT THE TRANSFER ICON WITHIN THE CALL CENTER APPLICATION



THE TRANSFER DIALOGUE BOX WILL APPEAR- IF YOU KNOW THE 4 DIGIT EXTENSION YOU ARE TRANSFERING TO ENTER THAT IN THE **DESTINATION NUMBER BOX**

If you need to look up the 4-digit extension you can do so using the **Phone Book**

The Phone Book will now only serve as a reference point. You will no longer select the number to populate in the Destination Box.



ONCE YOU HAVE ENTERED THE PHONE NUMBER THAT YOU ARE TRANSFERING TO IN THE DESTINATION NUMBER HIT **OK**

AFTER THE PARTY IN WHICH YOU ARE TRANSFERING **THE CALL TO ANSWERS HIT YES** IN THE CONFIRMATION BOX  
THIS WILL NOW CONNECT THE CALLER TO THE OTHER LINE AND YOUR CALL IS MARKED COMPLETED

