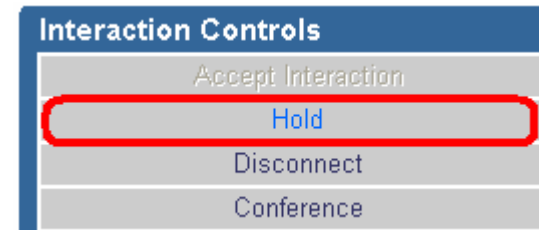
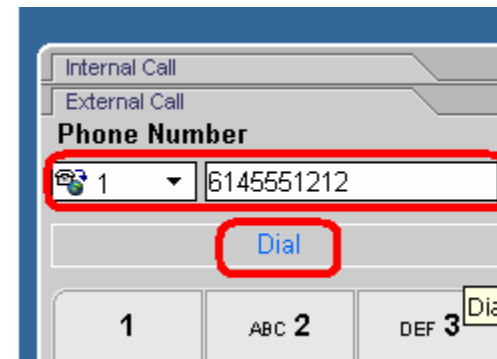


Steps to complete a Supervised Transfer

- 1) When ready to transfer the current interaction (call) place your client on Hold by pressing the **HOLD** button.



- 2) Type in the phone number you wish to transfer to then press **Dial**. Select the **Bill to** project (if you have not already chosen to always bill to a project).



- 3) Announce the call to the person you are transferring to. During this time the original caller is listening to Hold music.

- 4) When you are ready to complete the transfer **highlight the call on hold** then click the **Supervised Transfer** button to complete the call. Select an outcome. You may need to select an outcome for each call (if the projects are set up to require them)

