

## Steps to complete a Conference then Transfer

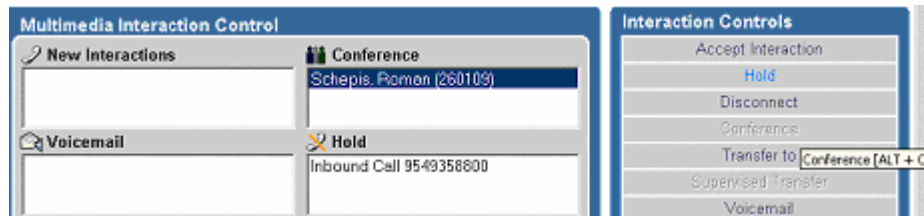
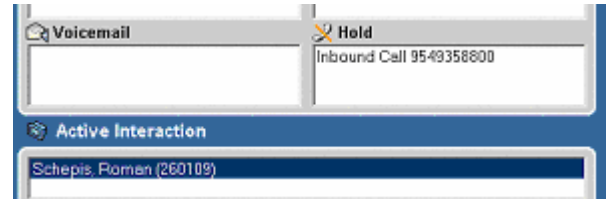
1. Place current (Predictive) call on hold by pressing the **HOLD** button

2. Call outside phone number (client). Announce call yourself and that you are about to conference in all parties.



3. Click the CONFERENCE button

4. Highlight the call on Hold and click the CONFERENCE button. All parties on call. You are now in a Conference bridge with all parties.



**After you are ready to make the transfer, follow the below steps:**

5. Inform all that you will now connect them together and leave the call. During this process you may hear silence or Hold music momentarily. Click on the Outbound call then, click the ACCEPT INTERACTION button

6. Highlight the call still in Conference then click the HOLD button



7. 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

