

How to Setup

How to setup Call Transfer

You can setup call transfer feature at Ecsow menu Tools > Options > Call Transfer tab.

The screenshot shows the 'Options' dialog box with the 'Call Transfer' tab selected. The 'Enable call transfer' checkbox is checked. Below it, there is a checkbox for 'If received key' with a dropdown menu showing '3'. To the right is a text field for 'transfer call to' and an 'Add' button. Below this is a table with columns 'Key Pressed' and 'Transfer To'. The table contains three rows: (0, sip:Todd), (1, sip:Melvin), and (2, 18057512345). There is a 'Del' button to the right of the table. Below the table is a checkbox for 'Transfer call to available agent if received any key'. The 'Voice prompts' section has four checkboxes, all checked, each with a text field and 'Play' and 'New' buttons. The prompts are: 'Play the greeting before call transfer' (C:\Program Files (x86)\Ecsow Dialer\voices\starttransferring.wav), 'Play the waiting music during the call transferring' (C:\Program Files (x86)\Ecsow Dialer\voices\holdon.wav), 'Play the greeting if the call transfer failed' (C:\Program Files (x86)\Ecsow Dialer\voices\transferfailed.wav), and 'Play the greeting when the call put into the waiting queue' (C:\Program Files (x86)\Ecsow Dialer\voices\transferqueue.wav). At the bottom are 'OK' and 'Cancel' buttons.

Key Pressed	Transfer To
0	sip:Todd
1	sip:Melvin
2	18057512345

Notes: Please disable the "Automatic distribute to agent when detect human answer" and "Automatic distribute to agent when the call is answered" options at "Call Distribution" tab to make the call transfer feature take effect.

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