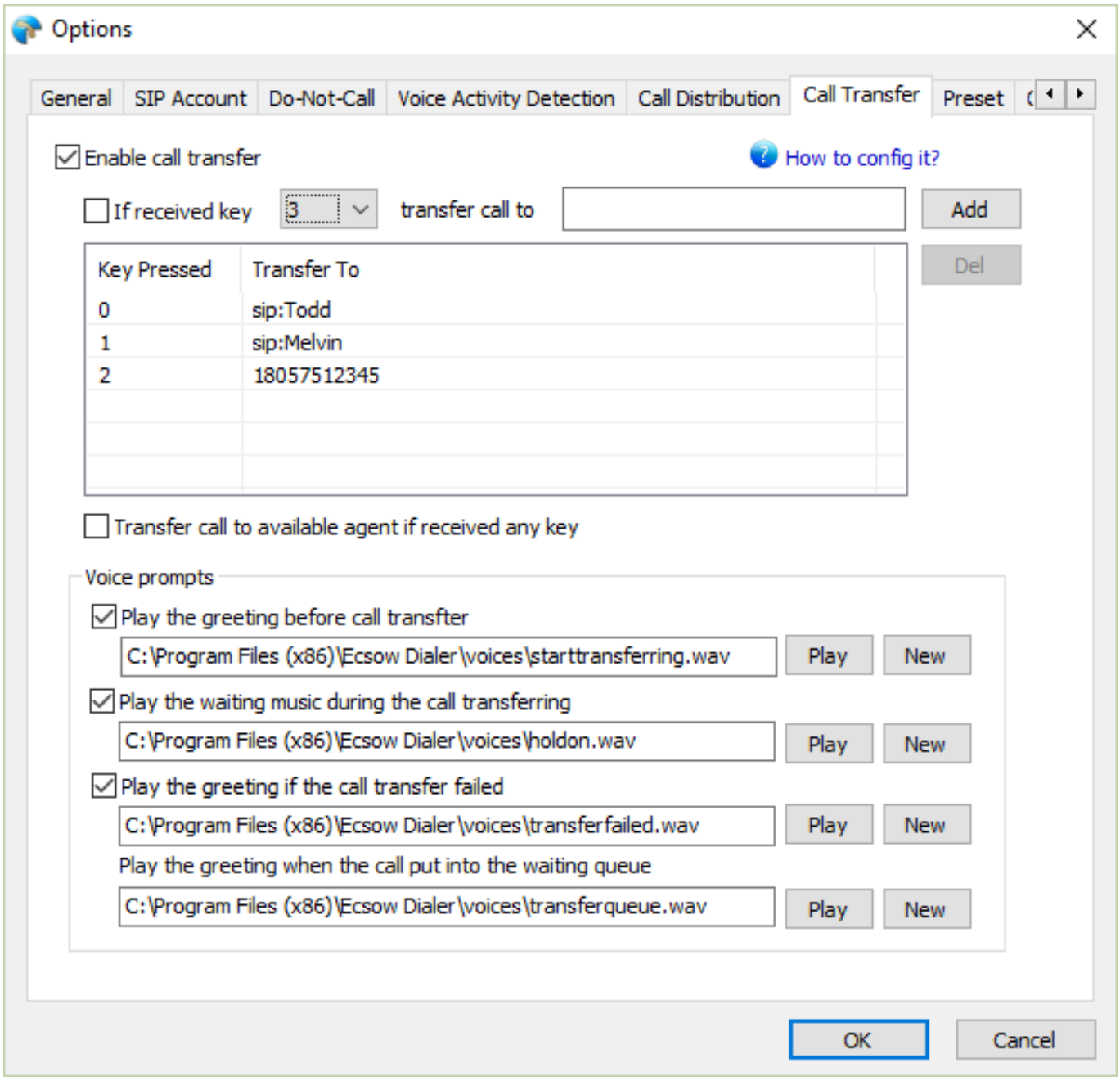
How to Setup

How to setup Call Transfer

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



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 tranfer feature take effect.

Unique solution ID: #1018

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