

# 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' and a text field for 'transfer call to'. A table lists key presses and transfer targets:

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

Below the table, there is a checkbox for 'Transfer call to available agent if received any key'. The 'Voice prompts' section has four checkboxes, all checked, with corresponding file paths and 'Play' and 'New' buttons:

- 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
- Play the greeting when the call put into the waiting queue: C:\Program Files (x86)\Ecsow Dialer\voices\transferqueue.wav

At the bottom, there are 'OK' and 'Cancel' buttons.

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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