

How to Setup

How to setup Call Transfer

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

Options

General SIP Account Do-Not-Call Voice Activity Detection Call Distribution **Call Transfer** Preset

Enable call transfer [? How to config it?](#)

If received key **3** transfer call to **Add**

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

Transfer call to available agent if received any key **Del**

Voice prompts

Play the greeting before call transfer
C:\Program Files (x86)\Ecsow Dialer\voices\starttransferring.wav **Play** **New**

Play the waiting music during the call transferring
C:\Program Files (x86)\Ecsow Dialer\voices\holdon.wav **Play** **New**

Play the greeting if the call transfer failed
C:\Program Files (x86)\Ecsow Dialer\voices\transferfailed.wav **Play** **New**

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

OK **Cancel**

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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