

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 section for 'If received key' with a dropdown menu set to '3' and a text box for 'transfer call to'. A table lists key presses and their corresponding transfer targets. The 'Voice prompts' section contains four checked options, each with a text box for the audio file path and 'Play' and 'New' 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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