

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 transfer call to

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

☐ Transfer call to available agent if received any key

Voice prompts

☒ Play the greeting before call transfer

☒ Play the waiting music during the call transferring

☒ Play the greeting if the call transfer failed

Play the greeting when the call put into the waiting queue

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.

Unique solution ID: #1017

Author: eva

Last update: 2018-08-06 12:07