

Transfer a Call

This topic describes how to transfer a call.


Prerequisites

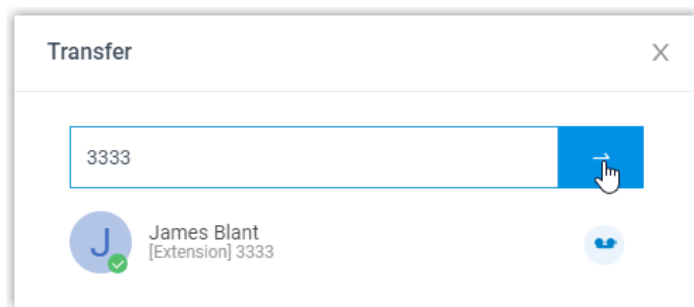
To transfer extension group members' active calls, **Call distribution management (Redirect, Transfer, Drag and Drop operation)** permission is required.

Transfer a call to an extension

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Transfer the call to an extension user in one of the following methods:
 - Drag the call and drop it on a desired extension displayed in **Extension** list. The extension user will receive an incoming call.



- Right click the call, click **Transfer**, and select a transferred party. On the pop-up panel, enter a receptionist extension number, and click . The extension user will receive an incoming call.



Tip: You can also click the extension user from the matching results to transfer the call.

Transfer a call to a group voicemail

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Drag the call and drop it on a desired group voicemail displayed in **Group** list. The call is transferred to the group voicemail and the caller can leave a message to the group members.

Transfer a Call

The screenshot displays a call management interface with three main sections: Inbound & Internal Calls, Outbound Calls, and a search panel. A yellow dashed arrow points from a 'Talking' call in the Inbound & Internal Calls section to a search result in the search panel.


Caller	Callee	Status	Time	Details
Becky [1002]	Lily [1003]	Talking	00:00:10	Internal
1016 [1016]	Service [6200]	Talking	00:00:22	External, IVR

Caller	Callee	Status	Time	Details
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Ring Group	Queue	Parking Extension	Group Voicemail
6300 Sales (5/16)	6400 Support (0/1)	6000 Idle	6100 Managers
		6001 Idle Lily [1003]	6300 Sales (2/3) 00:00:06
		6002 Idle	

Extension	Default_All_Extensions (7/16)
1000 Alex Webber	(2/3)
1001 Betty Smith	(3/4)
1002 Becky	(4/5)
1003 Lily	(1/1)
1004 Leo Ball	(4/4)
3333 Sunny	(3/3)
4444 Solo	(0/0)
1005 carol	(0/0)
1006 1006	(0/0)
2000 Phillip Huff	(0/0)
2001 Kristin Hale	(0/0)
2002 Naomi Nichols	(0/0)
2003 Ashley Gardner	(0/0)

Transfer a call to extension's voicemail

1. On the **Inbound & Internal Calls** panel or **Outbound Calls** panel, hover your mouse over an active call.
2. Right click the incoming call, and select **Transfer**.
3. On the pop-up panel, enter an extension number to search the extension user.
4. From the matching results, click  to transfer the call. The call is transferred to the extension's voicemail and the caller can leave a message to the extension user.

The screenshot shows a 'Transfer' dialog box with a search input field containing '1000'. Below the input field is a blue button with a right-pointing arrow. A tooltip labeled 'Voicemail' is positioned over a voicemail icon (a blue circle with a white telephone handset) in the search results. The search results also show a profile for 'Leo Ball [Extension] 1000'.