



promero

The Right Technology, the Right Results

Completing Internal Transfers

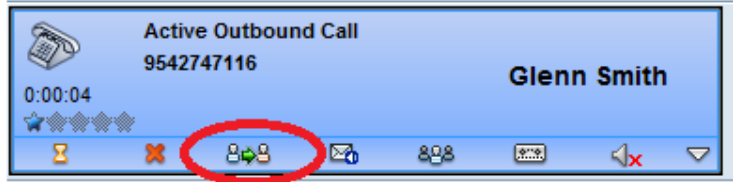
V1.0

January 2013

ORACLE CERTIFIED
PARTNER

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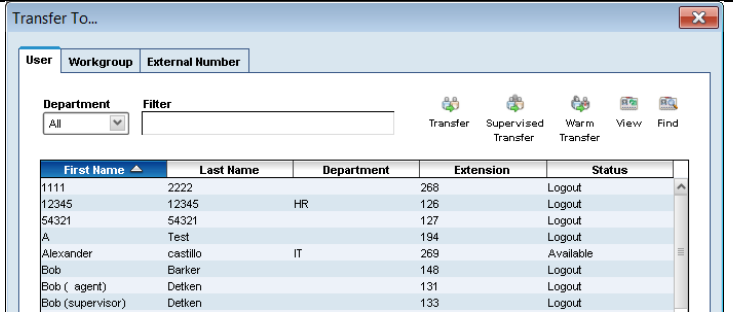
1) When ready to transfer the current interaction (call) internally click the transfer icon.



2) In the **Transfer To** pop up window, if transferring to an individual user, select an available user and then click the desired Transfer Option.

- a. Transfer
- b. Supervised Transfer
- c. Warm Transfer

*****Note***** *If needed select a department to filter the user list.*



3) In the **Transfer To** pop up window, if transferring to a queue/workgroup, click on the **Workgroup** tab, select the name of the queue/workgroup and then click the only transfer option available for a Workgroup Transfer:

- a. **Transfer**

