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Transfer calls to external numbers Finished

- Lia Gallardo
- **Enw'r Fforwm:** #Feature Request

We would like the ability to transfer calls to external numbers (numbers that are not an agent).

We sometime have to conference call with third parties while talking to one of our users - While doing this we would have a user on the line and then need to add a non-agent number into the call.

Thank you

Sylw (1)

Lara Proud

1 year ago

We're pleased to share that external call transfers are now available in Deskpro you can find out more about this feature on our Help Center:

<https://support.deskpro.com/en-US/news/posts/enhance-your-voice-channel-with-external-transfers>. And addition of a conference call feature has been split out into another request:

<https://support.deskpro.com/community/view/1996-voice-add-conference-call-feature>