



 $\underline{\text{K\'entro}} = \underline{\text{K\'entro}} > \underline{\text{Koin\'etham}} > \underline{\text{Feature Request}} > \underline{\text{Counting Call Transfers by Agents}}$ 

## **Counting Call Transfers by Agents Collecting Feedback**

- Jeff Hauman
- Όνομα φόρουμ: #Feature Request

At the moment you can report on how many times a call got transferred to an agent, we would like the ability to also be able to count how many times agents transferred a call away from themselves.