



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Counting Call Transfers by Agents</u> Counting Call Transfers by Agents Collecting Feedback

- Jeff Hauman
- Forum name: #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.