



 $\underline{\text{Súg\'ok\"ozpont}} > \underline{\text{K\"oz\"oss\'eg}} > \underline{\text{Feature Request}} > \underline{\text{Counting Call Transfers by Agents}}$ 

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

• Jeff Hauman

• **Fórum neve:** #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.