

Enhance your Voice channel with external transfers

2023-06-19 - Lara Proud - Comments (0) - Product (Admin)

We have added a new transfer feature to our Voice channel allowing agents to easily transfer calls to external sources.

When outbound calling is enabled, Agents with the relevant permissions will be able to warm or cold transfer calls to an external number. This number can be one that the Agent manually enters or selects from a list.

The agents have the flexibility to transfer the call to an existing user's number or enter a new number manually.



However, if outbound calling is disabled for the received number, Agents won't be able to transfer the call. If this is the case a warning will appear explaining that the External Transfer is disabled.

In line with this new feature, we have renamed some permission settings to improve their clarity to make it easier for you to configure your Voice settings to suit your team's needs.