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Transfer calls to external numbers Finished

• LG Lia Gallardo
• اسم المنتدى: # 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

تعليق (1)

Lara Proud

منذ سنتين

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>