



## How to put someone on hold and answer another line:

When you are currently on the phone and call comes in and you need to answer it. Please ask your current customer to hold and follow the following steps.

1. You will hit answer for the second line. This will place your current customer on hold.
2. You then answer and talk to the person on line 2.
3. Ask them to please hold and then you will hit the "hold" button.
4. Use the down arrows by the 'ok' button to scroll to your previous call.
5. Select 'resume' and finish call by either taking care of the customer or by transferring them to their intended party.
6. Hang up that call
7. Hit resume on your call that is on hold.

## How to transfer a call

When you answer the phone, and someone wants to speak directly to another member of your team you will do the following:

1. While on the call hit transfer
2. Dial the intended extension
3. Wait for that person to answer
4. If they answer and want to talk to the person then hit 'transfer' again  
This action will transfer the customer to the recipient immediately
5. If they answer and tell you, they do not want to speak to them please have them leave a message do the following:
  - a. Hang up your call with the extension
  - b. Hit 'resume'
  - c. Tell the customer that the recipient is away from the desk and you can transfer them to their voicemail
  - d. Hit 'transfer' '\*' extension 'transfer' – example 'transfer' \*126 'transfer' that will put them in the recipient's voicemail and your call is complete.

## How to Transfer a Call straight to Voicemail on the Cell Phone app

When you know someone is not available and you want to transfer straight to their voicemail you will do the following:

- a. While on the call hit transfer
- b. The keypad will come up here you will hit \*the extension number and then the green phone for it to dial  
This will transfer the person you are on the phone with directly into the voicemail they are needing.

## How to 'flip' a call from desktop to cell phone

If you are on the phone with someone and you need to walk away, please use the following steps to 'flip' the call.

While on your current call you will hit the 'flip' button.



This button once selected will make your cell phone ring. All you do then is answer and walk away.

If you are going from your mobile device to your desktop you use the same functions. You would just answer it on your computer.

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