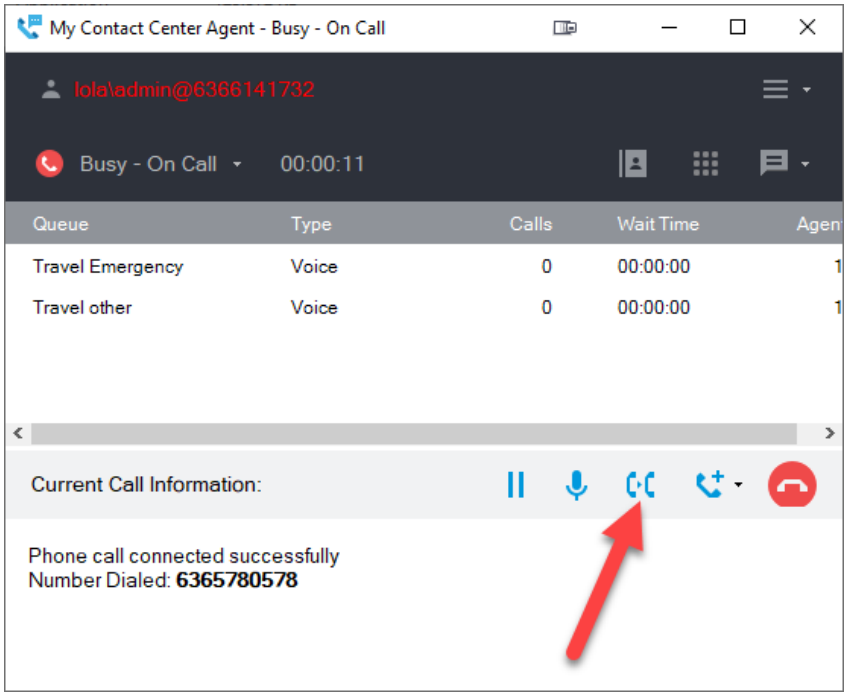
Transfer a call with CCA

This guide will show you how to transfer a call using the Contact Center Agent (CCA) application.

Please contact CallTower Support at (800) 347-5444, or support@calltower.com if you need additional assistance.

Selecting the Transfer option

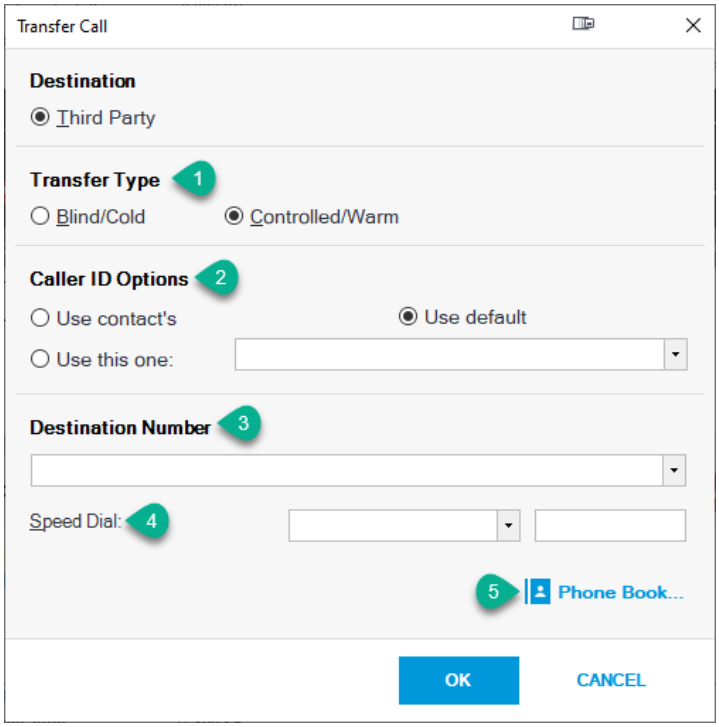
With the call in progress, select the *Transfer* button in CCA:

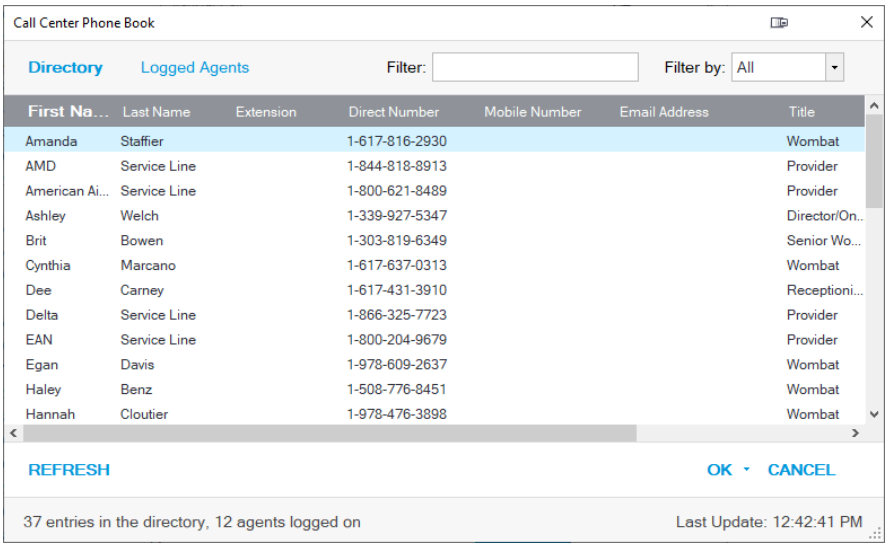


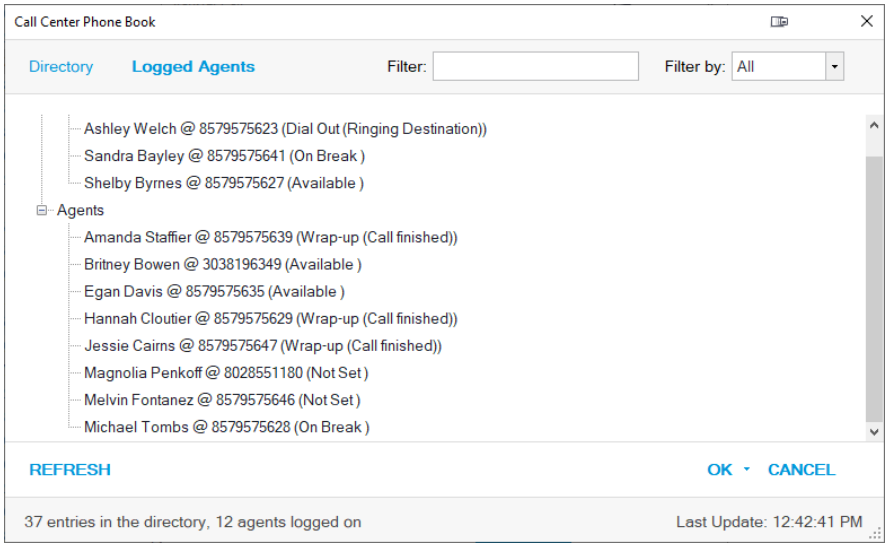
You will then be presented with several options on the *Transfer Call* window (Destination will always be Third Party):

1. Transfer type
    a. Blind/Cold – If you wish to transfer the caller without consulting with the third party prior to transferring the call.
    b. Consultative – If you wish to consult with the third party before transferring the call.
2. Caller ID options
    a. Use contact's – this will use the caller ID of the party you are speaking with (not the third part you are transferring the caller to)
    b. Use default – this will be the default caller ID for your account. See your Team Lead/Supervisor if additional info is required.
    c. Use this one – enter a different caller ID you would like when transferring the caller to third party. ***NOTE – this must be a 10-digit number
3. Speed dial – if applicable, you will be able to select any defined speed dials for you account. See your Team Lead/Supervisor if additional info is required.
4. Phone book – This will provide you with the option to select a transfer destination from either:
    a. Directory – Defined phone book entries as defined by your Team Lead/Supervisor
    b. Logged Agents – This will allow you to transfer the call to any other agents that are currently logged in

Select the appropriate options based on the options above, click the *OK* button and your call will be transferred to the third party.




Call Center Phone Book
Directory
Logged Agents
Filter:
Filter by: All
First Na... Last Name Extension Direct Number Mobile Number Email Address Title
Amanda Staffier 1-617-816-2930 Wombat
AMD Service Line 1-844-818-8913 Provider
American Ai... Service Line 1-800-621-8489 Provider
Ashley Welch 1-339-927-5347 Director/On...
Brit Bowen 1-303-819-6349 Senior Wo...
Cynthia Marcano 1-617-637-0313 Wombat
Dee Carney 1-617-431-3910 Receptioni...
Delta Service Line 1-866-325-7723 Provider
EAN Service Line 1-800-204-9679 Provider
Egan Davis 1-978-609-2637 Wombat
Haley Benz 1-508-776-8451 Wombat
Hannah Cloutier 1-978-476-3898 Wombat
REFRESH
OK
CANCEL
37 entries in the directory, 12 agents logged on
Last Update: 12:42:41 PM


Call Center Phone Book
Directory
Logged Agents
Filter:
Filter by: All
Ashley Welch @ 8579575623 (Dial Out (Ringing Destination))
Sandra Bayley @ 8579575641 (On Break)
Shelby Byrnes @ 8579575627 (Available)
Agents
Amanda Staffier @ 8579575639 (Wrap-up (Call finished))
Britney Bowen @ 3038196349 (Available)
Egan Davis @ 8579575635 (Available)
Hannah Cloutier @ 8579575629 (Wrap-up (Call finished))
Jessie Cairns @ 8579575647 (Wrap-up (Call finished))
Magnolia Penkoff @ 8028551180 (Not Set)
Melvin Fontanez @ 8579575646 (Not Set)
Michael Tombs @ 8579575628 (On Break)
REFRESH
OK
CANCEL
37 entries in the directory, 12 agents logged on
Last Update: 12:42:41 PM