

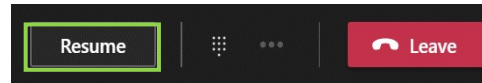
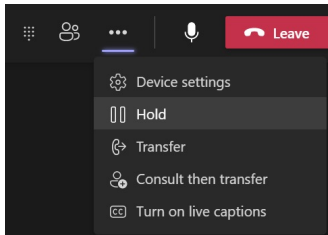
Call Management: Hold & Transfer



Place a Call on Hold

From the **More options** menu, select **Hold**

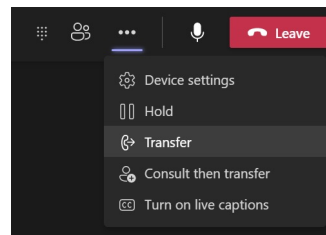
- A resume button will appear in the control bar when you have placed a call on hold. Tap **Resume** to retrieve a call from hold.



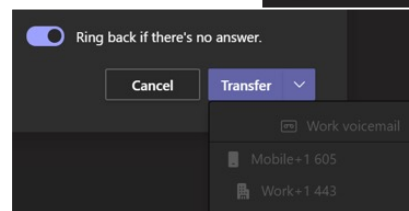
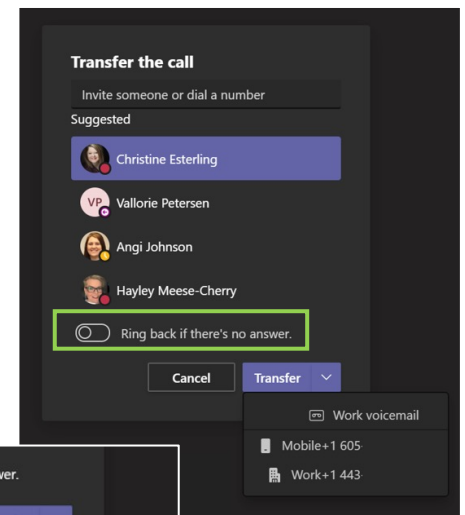
Blind Transfer

From the **More options** menu, select **Transfer**

1. Search for the recipient by name (if they are internal) or dial a number for whom you would like to transfer the call
 - a) Tap **Transfer** to send the call to an internal recipient via Teams
 - b) Transfer to a recipient's voicemail or alternative phone number by clicking on the dropdown next to transfer.
 - *Note: This feature will not be available (grayed out) when the option to **Ring back if there's no answer** is enabled.*



Have the caller ring back if the transfer recipient is unavailable



Consultative Transfer

From the **More options** menu, select **Consult then transfer**

1. Search for the recipient by name (if they are internal) or dial a number for whom you would like to transfer the call
2. If the recipient is internal, select **Chat** to start a chat with them
 - If an audio call is preferred, click the drop-down next to chat to initiate a call instead
- A separate (chat or call) window will appear. Select the appropriate transfer option from the upper right corner when your consultation is complete to transfer the call to the recipient via Teams. Access more phone numbers for the recipient by clicking on the dropdown next to transfer

