

Yealink – Call Transfer

Call Transfer Types

- **Blind Transfer** – Transfer a call directly to another party without consulting. Caller ID of the caller is sent to the transferred party.
- **Semi-attended Transfer** – Transfer a call immediately after hearing the ringback tone. The semi-attended transfer is applicable to that when users do not want to consult with the third party after hearing the ringback tone, and the third party has not answered the call, the users can cancel the transfer or implement the transfer.
- **Attended Transfer (Consultative Transfer)** – Transfer a call with prior consulting. Extension number of the transferer is sent to the transferred party, until call is accepted, then caller ID of caller will appear.

NOTE: When performing an attended transfer, the transferring party must remain on the line until the receiving party answers and is informed of the caller's identity. Failure to do so may result in the call being mistaken for an internal extension call, leading to an inappropriate greeting.

Blind Transfer

1. A is in a call with B.
2. B presses the Transfer button or soft key and enters the number of C.
3. B presses the Blind Transfer soft key.
4. C receives the call from A with the A's caller id.
5. A and C are in the call.

Semi-attended Transfer

1. A is in a call with B.
2. B presses the Transfer button or soft key and dials the number of C.
3. C is ringing.
4. B presses the Transfer button or soft key again.
5. C receives the call from A with the B's caller id.
6. A and C are in the call.

Attended Transfer (Consultative Transfer)

Call Accepted

1. A is in a call with B.
2. B presses the Transfer button or soft key and dials the number of C.
3. C answers the call.
4. B tells C, A would like to speak with C. C agrees.
5. B presses the Transfer button or soft key.
6. C receives the call from A with the B's caller id.
7. A and C are in the call.

Call Rejected

1. A is in a call with B.
2. B presses the Transfer button or soft key and dials the number of C.
3. C answers the call.
4. B tells C, A would like to speak with them.
 1. C is busy and does not want to take the call.
5. B presses the Cancel soft key.
6. A and B are in the call.

<https://firelinecommunications.com/wp-content/uploads/2022/06/Call-Transfer.mp4>

Version 02.07092022