



HOW TO TRANSFER A CALL

Abadata Connect Customer Training Guide

1. ANNOUNCED TRANSFER (Warm Transfer)

Use this when you want to speak privately with the person receiving the call before connecting the caller.

Caller:	"May I speak with John, please?"
You:	"Certainly. May I tell John who is calling?"
Caller:	"This is Mary Smith with ABC Company."
You:	"Thank you, Mary. Please hold for just a moment while I see if John is available."

On your Abadata Connect phone: 1) Press **Transfer**. 2) Dial John's extension or press John's programmed button. 3) **Wait for John to answer.**

You: "Hi John, I have Mary Smith from ABC Company on the line. Would you like me to put her through?" **John:** "Yes, please."

4) Press **Transfer** again to connect Mary with John.

If John cannot take the call

Return to the caller using the **LINE KEY**.

You: "Mary, John isn't available right now. Would you like me to transfer you to his voicemail, or may I have him return your call?"

2. UNANNOUNCED TRANSFER (Blind Transfer)

Use this when the caller should be sent directly to another extension without speaking to the receiving person first.

Caller:	"Could you transfer me to Accounting?"
You:	"Absolutely. I'll transfer you now."

On your Abadata Connect phone: 1) Press **Transfer**. 2) Dial the extension or press the programmed destination button. 3) Press **Transfer** again.

The caller is immediately sent to the destination. **Do not wait for the receiving person to answer.**

QUICK METHOD	Transfer → Extension → Transfer
OR	Press the preprogrammed DSS button for the destination.

REMEMBER

Announced: Speak to the destination first, then complete the transfer.

Unannounced: Send the call directly to the destination.