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Genesys Engage cloud Supervisor's Guide


Transfer a call (v8)

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

When you're on an active call in Gplus Adapter for Salesforce, you can transfer your current voice call to another party. The other party might be another agent that you find by searching for them by name, or by the name of an agent group, a queue, a skill, or a routing point. Your administrator will give you a list of queues, groups, and skills to which you can transfer calls. Agent groups might include a different language, specific product knowledge, or a higher level of security clearance.

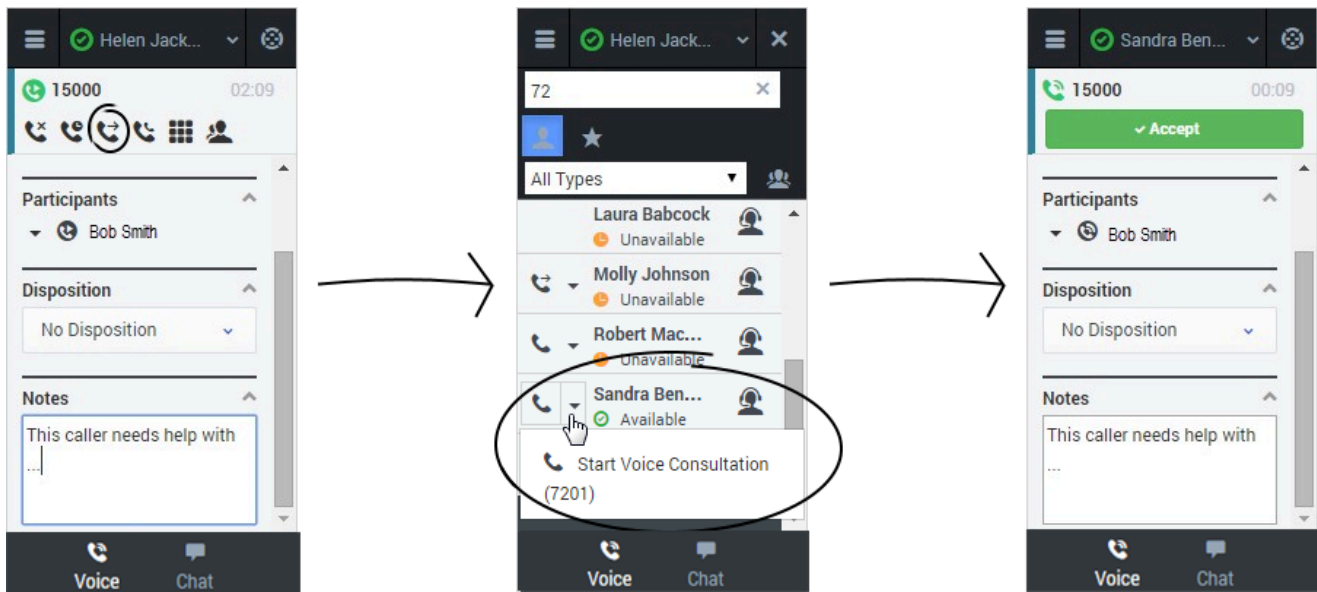
All you have to do is click **Instant Transfer**  and choose a contact or enter a phone number in Team Communicator. A green status indicator next to the agent or agent group indicates that there are agents available and your customer will not have to wait long for the transfer to go through.

If you like, you can provide some details about the call in the **Notes** field before you click **Instant Transfer**. When the contact sees the incoming call, he or she will also see your notes in the call details area.

Important

If your administrator has configured it, the transfer target might also see related information about the active call in Salesforce. For example, if the caller already exists in the Salesforce contact database, the agent might see the Edit Contact screen.

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You can also perform consultations where you talk to the transfer target before you transfer the call. See [Initiating a Consultation](#) for details.