

Guide to Transferring Calls on Cisco Phones with GoTo



CISCO IP PHONE
7841

CISCO IP PHONE
8811

CISCO IP PHONE
8851

Transferring a Call 2

 Warm Transfer vs Blind Transfer 3

 Which one should you use? 3

How do I Warm Transfer? 3

How do I Blind Transfer? 4

How do I transfer someone directly to Voicemail?..... 5

Transferring a Call

Warm Transfer vs Blind Transfer

Warm Transfer: In a warm transfer, you speak with the receiving party first to explain the situation before "handing off" the caller. This ensures the recipient is ready and has the necessary context, providing a more professional and seamless experience for the customer.

Blind Transfer: A blind transfer sends the caller directly to the receiving party's line without any prior conversation between the two employees. The caller is simply put through, and the recipient's phone rings as if it were a brand-new incoming call with no background information provided.

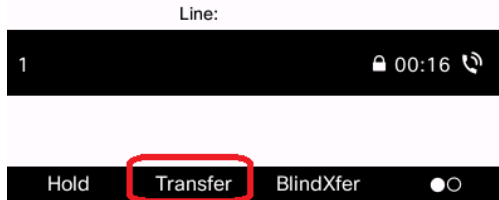
Which one should you use?

Use **Warm Transfer** when the caller has a complex issue and you want to prevent them from having to repeat their story.


Use **Blind Transfer** for quick redirects, such as when a caller simply asks for a specific person by name or an extension you know is available. ***Blind Transfers are recommended in most cases.***

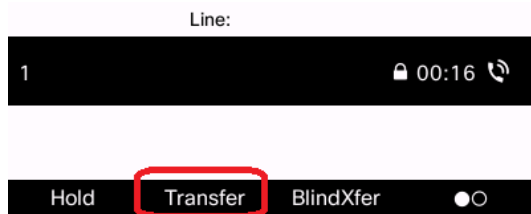
How do I Warm Transfer?

1. While on an active call, press  or the **Transfer** soft key



2. Dial the number of the other party.
3. When the receiving party answers, provide the information, and confirm that they would like to take the call.

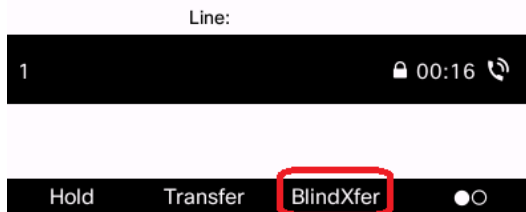
4. Press  again, or the **Transfer** soft key again



5. Hang up the phone.

How do I Blind Transfer?

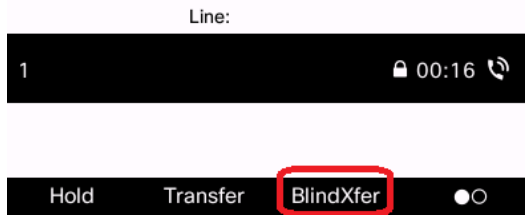
1. While on an active call, press the **BlindXfer** soft key




2. Dial the number of the other party.
3. After dialing the number, the call should automatically start calling and you can hang up the phone.

How do I transfer someone directly to Voicemail?

1. While on an active call, press the **BlindXfer** soft key



2. Dial  and then the extension number of the voicemail where you want to transfer the call.