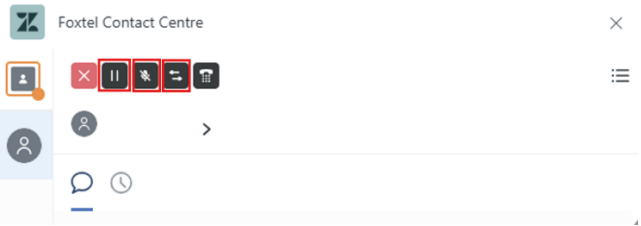
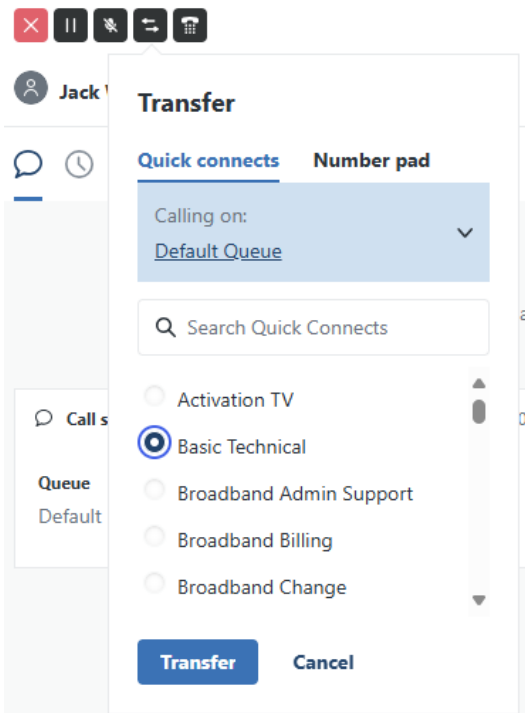
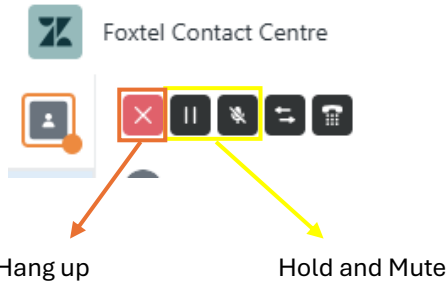


Transferring in Zendesk – Quick Reference Guide

Instructions	Screenshot support
1. <u>Set up the transfer:</u> Start by putting your customer on hold then mute yourself and finally click the transfer button. In the image to the right, each icon is presented from left to right.	
2. <u>Select your transfer skill:</u> Once you click the transfer button a list will drop down in the softphone. Select your skill and click transfer.	
3. <u>Complete the transfer:</u> When connected with the receiving agent, ensure they are aware of the customers enquiry. Following this, click the hold and mute icons to bring the customer into the conversation. To finish the transfer, you must click the hang up button.	

Consulting with another Area

If you are not transferring and only needing to speak with another department, follow the below steps:

1. Complete the first 2 steps of the usual transfer process.
2. Speak with the other department to get the information you need.
3. Once you are done, have the other agent hang up the call. **You must not hang up the call.**