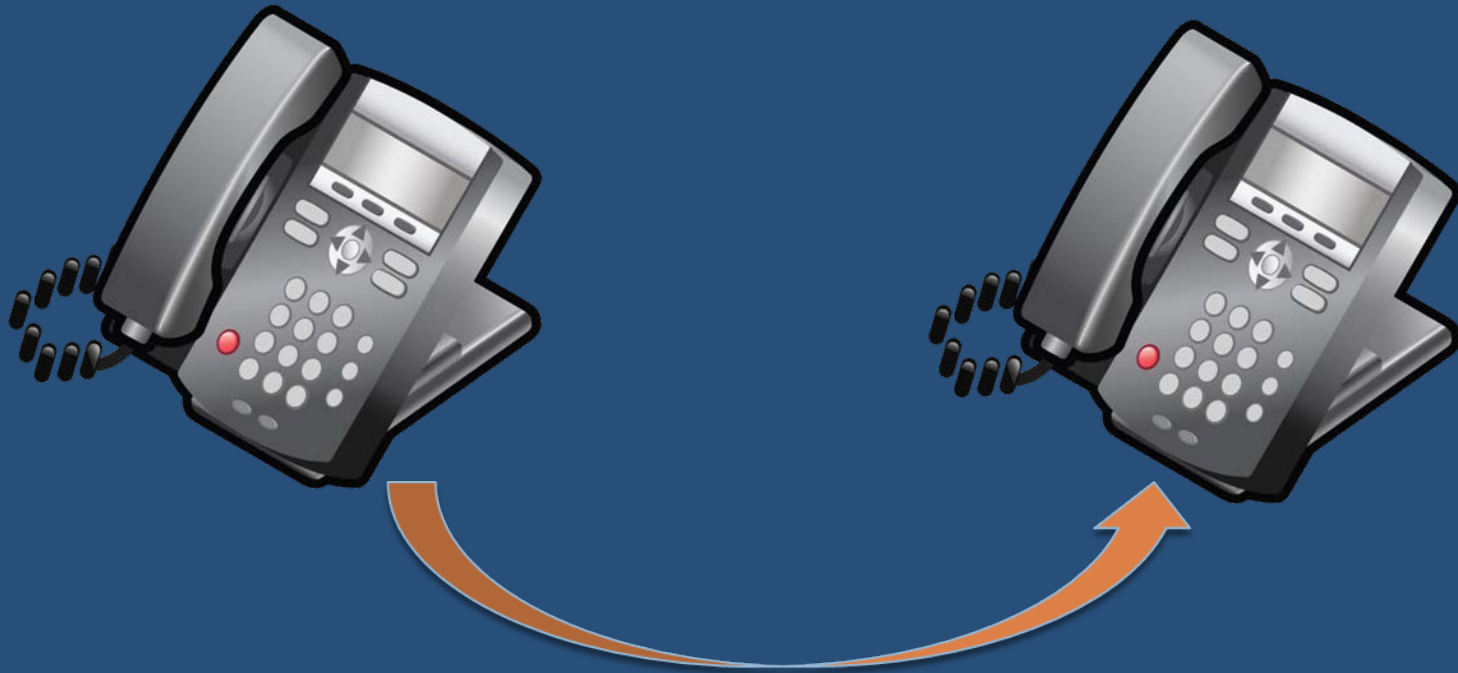


# SUTUS



BC5800

How To:


Transfer a Call Out of the Store with a  
snom 720 Phone

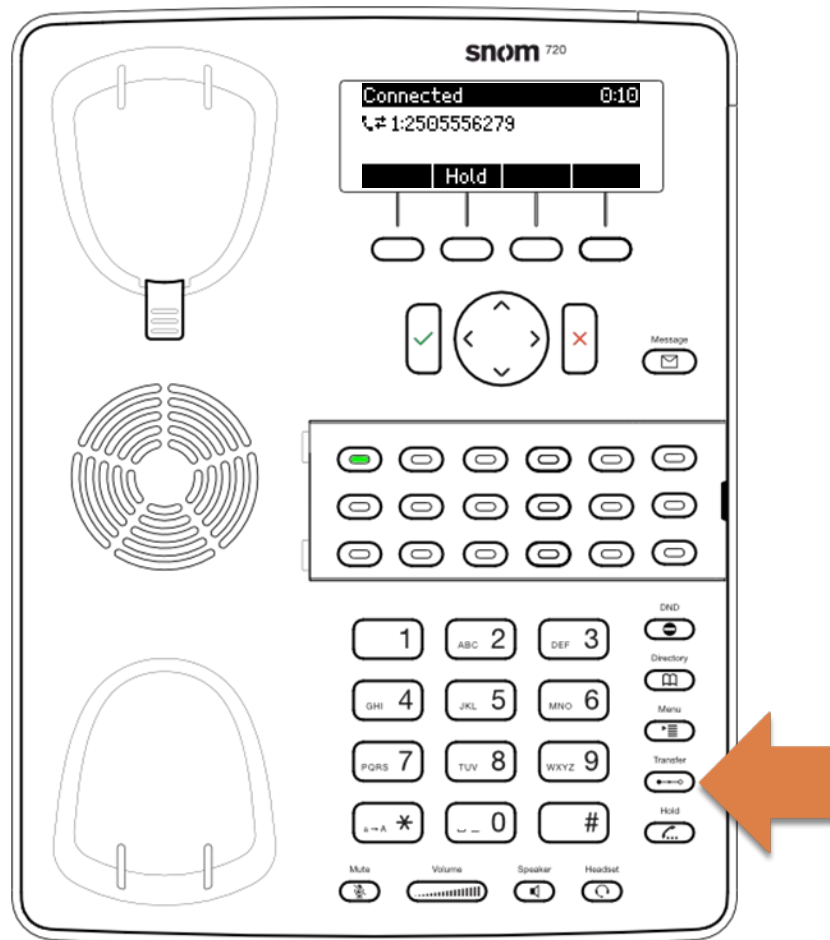
# Transferring Calls to Another Store or External Phone Number

- Business Central supports call transfers between stores or to external phone numbers.
- If a customer calls the wrong store, the team member who answers the call can transfer the customer to the correct store, so the customer doesn't need to hang up and redial.

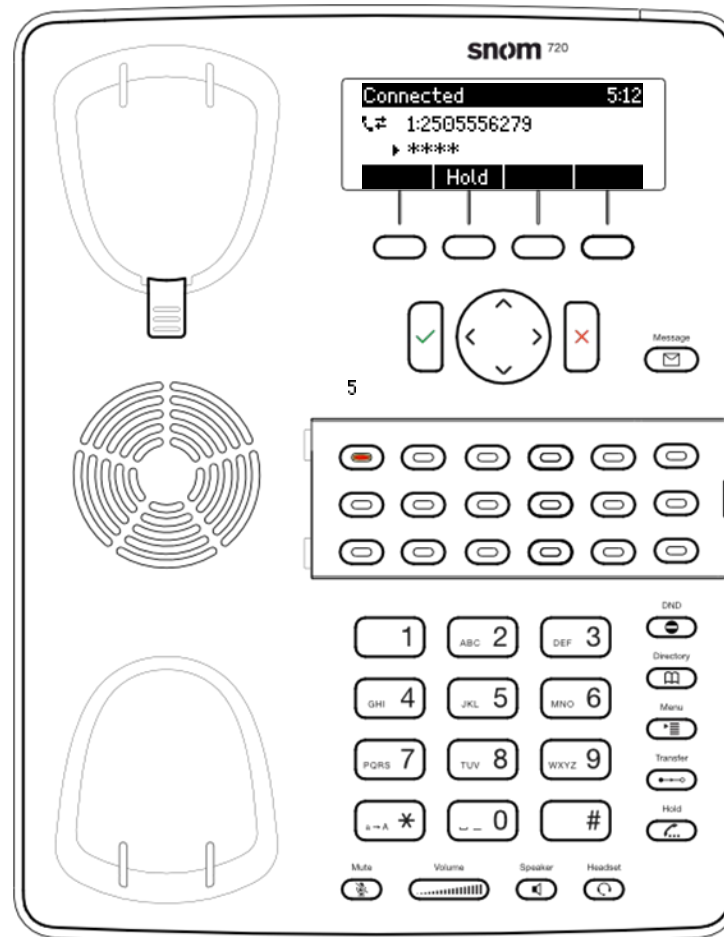
# Transferring Calls to Another Store or External Phone Number

- You can transfer calls to another store's extension number if your system is set up to do so.
- Otherwise, you can transfer calls to any external phone number.
- The following procedure explains how to transfer a call to another store using a snom 720 phone.
- The procedure may vary slightly for other phone models.

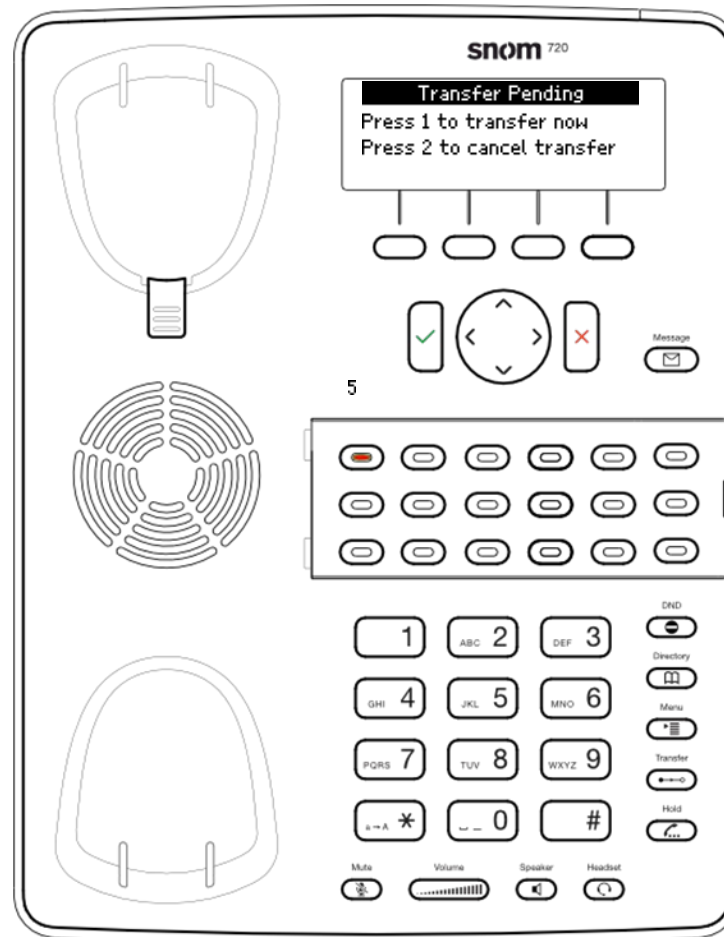
While in an active call, press the  button. The customer will hear the “on hold” message.



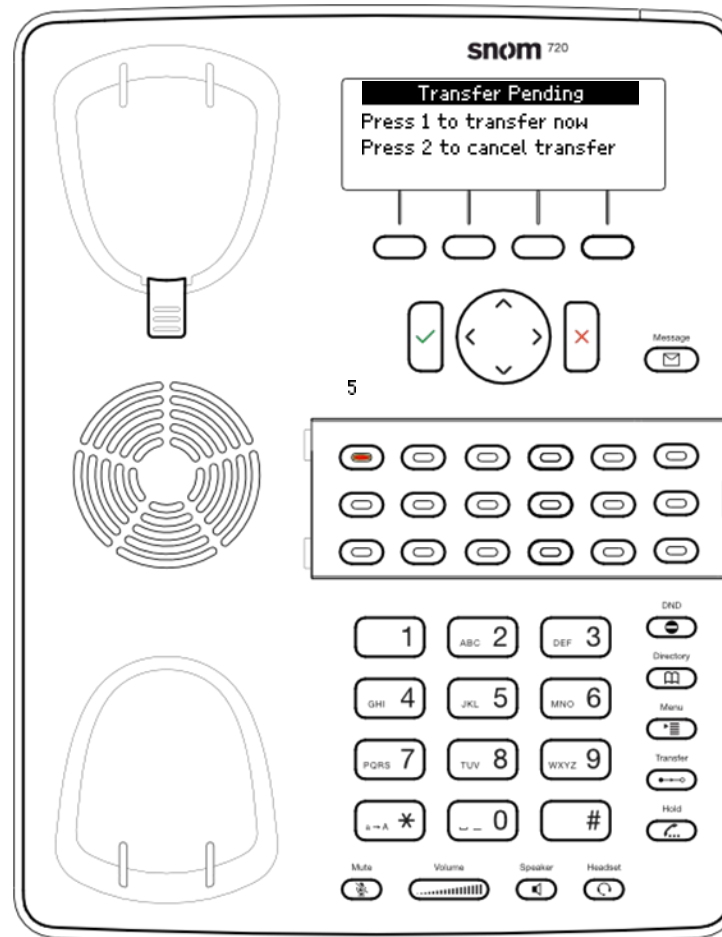
Dial the phone number or 4-digit store extension number of the store to transfer the call to.



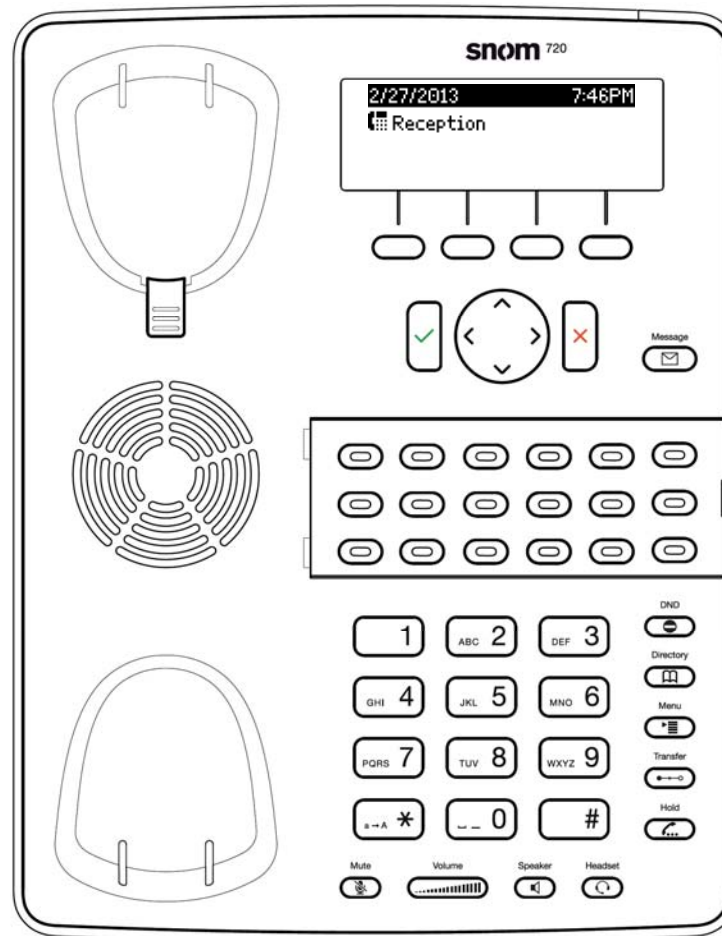
Once the call starts to ring, you will see a Transfer Pending message on the phone's display.



Press 1 to complete the transfer, or press 2 to cancel the transfer and be reconnected with the caller.



The call has been transferred.





# Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- [support@sutus.com](mailto:support@sutus.com)
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- [pizza@sutus.com](mailto:pizza@sutus.com)
- 1-866-987-8866 ext 5555

More how-to tutorials:

- <http://help.sutus.com>