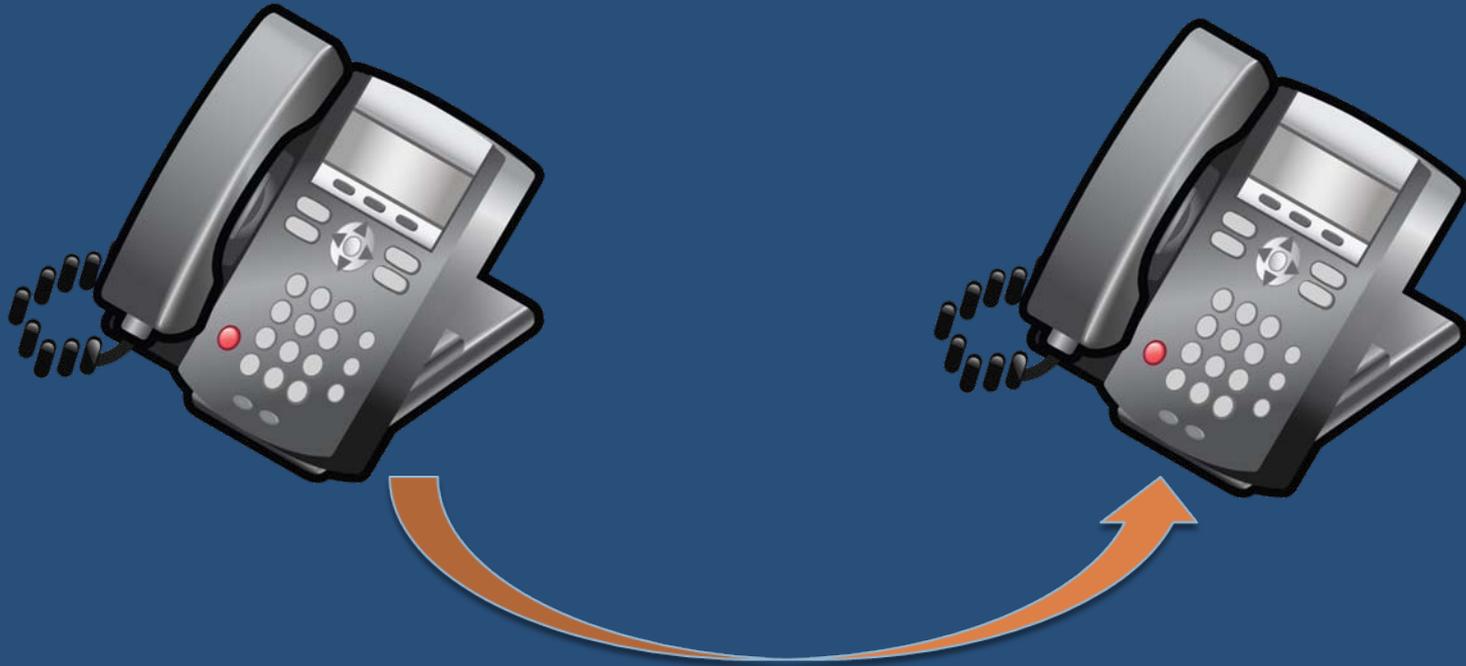


SUTUS



BC5800

How To:

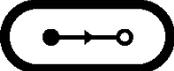
Transfer a Call Out of the Store with a
snom 720 Phone

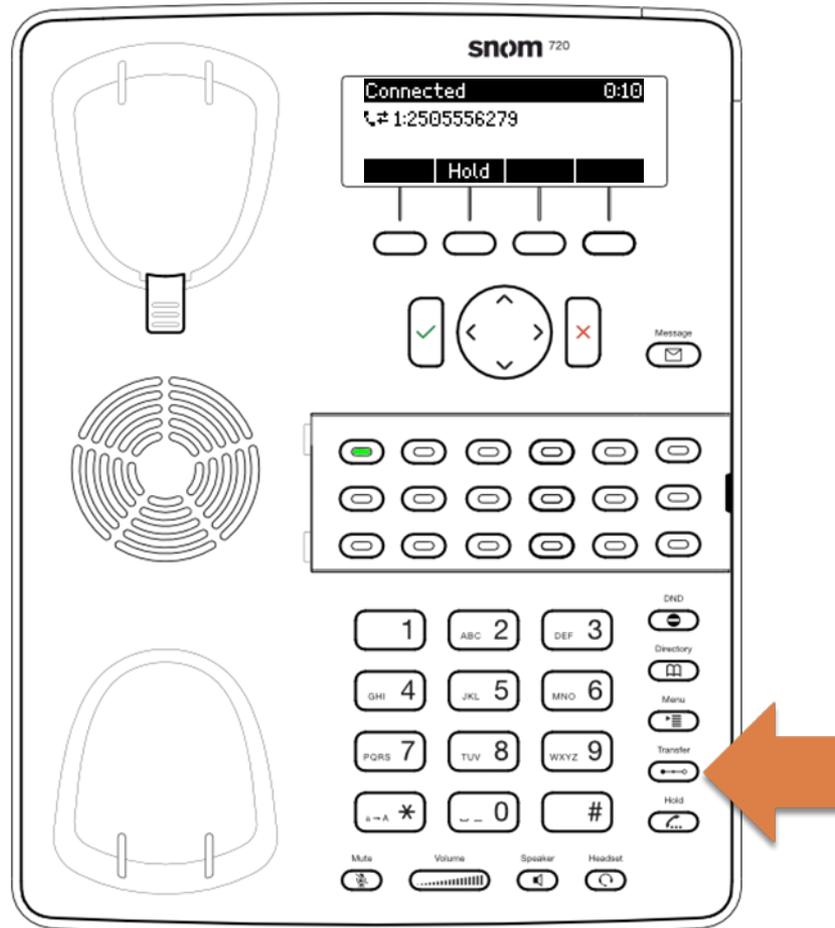
Transferring Calls to Another Store or External Phone Number

- 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.

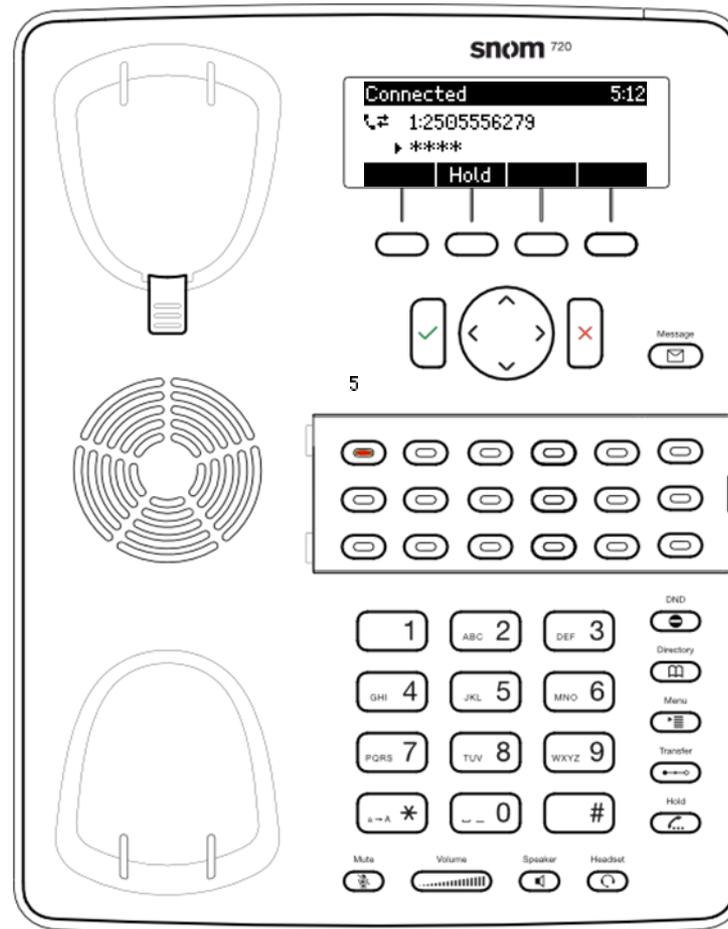
Transferring Calls to Another Store or External Phone Number

- 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.

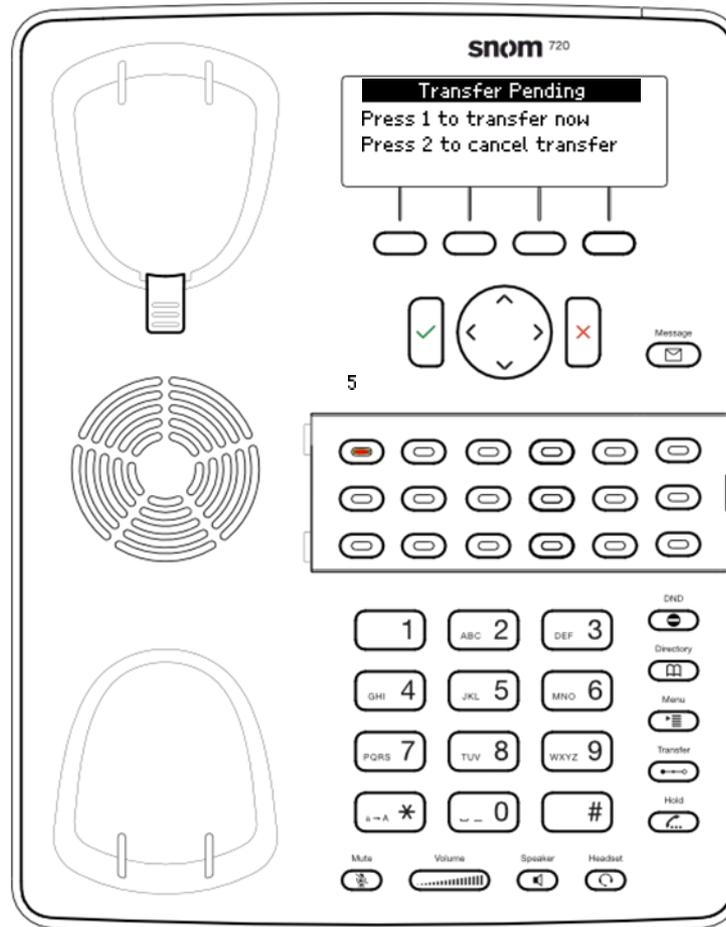
While in an active call, press the  button. The customer will hear the “on hold” message.



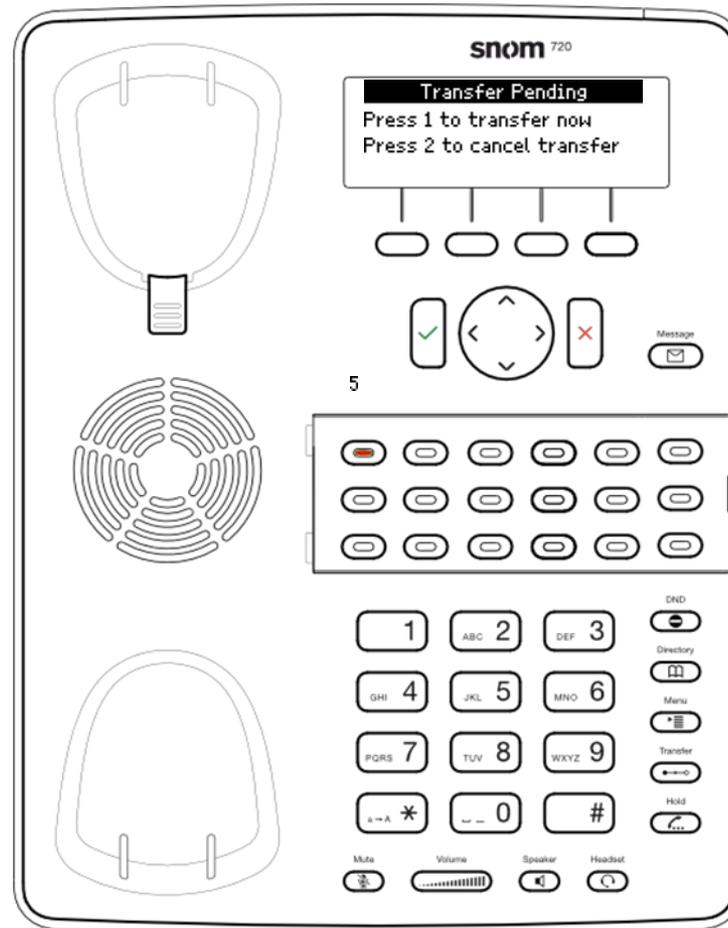
Dial the phone number or 4-digit store extension number of the store to transfer the call to.



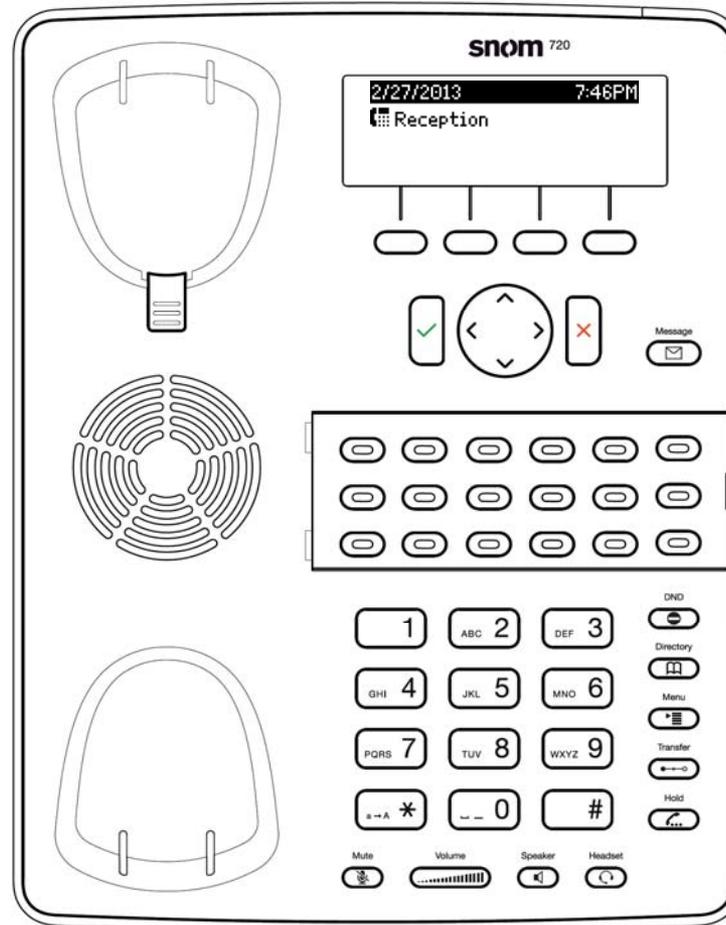
Once the call starts to ring, you will see a Transfer Pending message on the phone's display.



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
- 1-866-291-0594

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

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

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