

Noble -Transfer Screen

Last Modified on 03/02/2022 2:19 pm EST



Noble - Transfer Screen

Effective 03/04/2022

1. To transfer a call within Noble, please follow the steps below

DO NOT USE THE TRANSFER BUTTON LOCATED AT THE TOP OF THE NOBLE SCREEN (IN THE TOOLBAR)



2. Click on the "Transfer Call" button, located on the lower right-hand corner of the Noble screen

Washington Radiology
TEST TWO Scheddireng

MRN: _____ Phone: (847) 7649202
 NAME: _____ DOB: _____
 City, State and Zip: _____

Opening Script:
 Thank you for calling Washington Radiology. This is _____ . How may I assist you?

Closing Script:
 Is there anything else I can assist you with? Thank you for calling Washington Radiology and have a great day!

Update MRN Directions: _____

date	time	agent	connection	status	addi_status
02/28/2022	14:02:17	NSC1	WRIN	NC	
02/28/2022	13:31:02	NSC1	WRIN	NS	WC
02/28/2022	13:26:33	NSC1	WRIN	NS	WC
02/28/2022	13:21:25	NSC1	INBD	NS	WC

3. The Transfer Screen will display with 3 different transfer options: Other Transfers, Center Transfers or Queue Transfers

Other Transfers [Dropdown] Start Other Transfer

Center Transfers [Dropdown] Transferring to: [Dropdown] Start Center Transfer

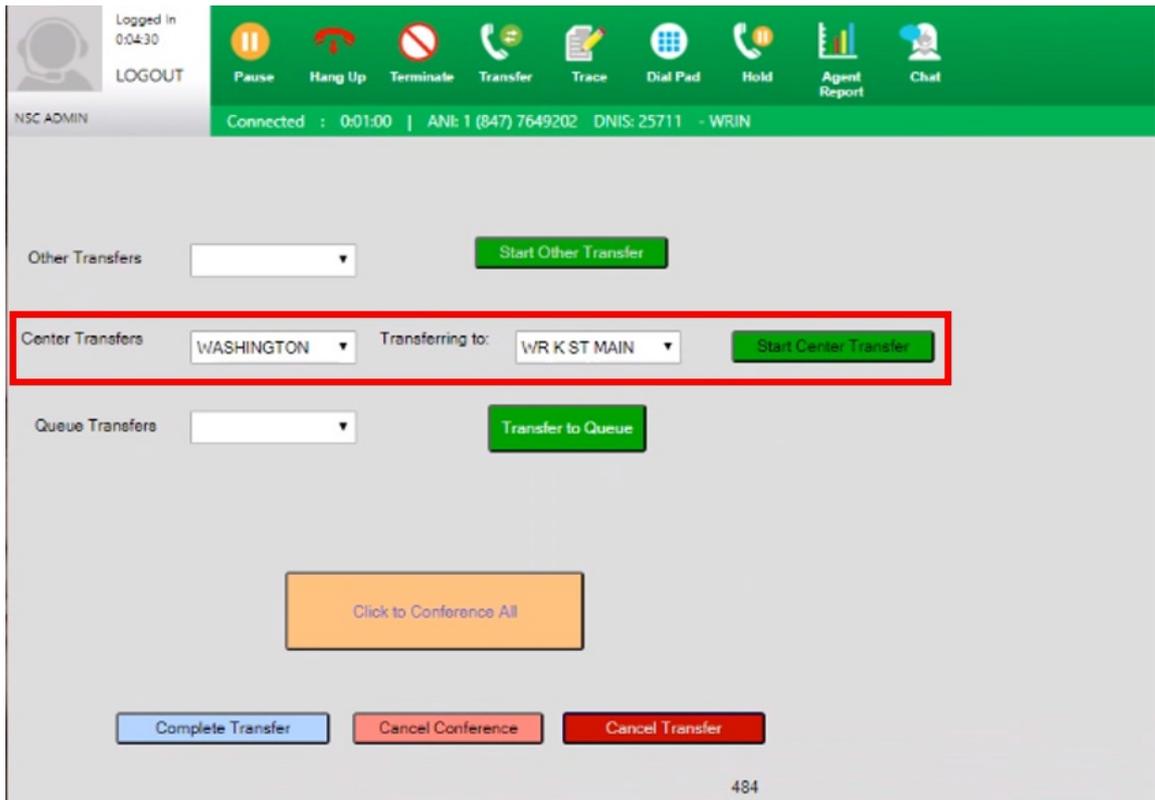
Queue Transfers [Dropdown] Transfer to Queue

Click to Conference All

4. Determine which transfer option to select and you will then move straight across the screen, from left to right to begin the transfer process

- NOTE: When transferring to a Center, select the Center first, then select which extension, before clicking

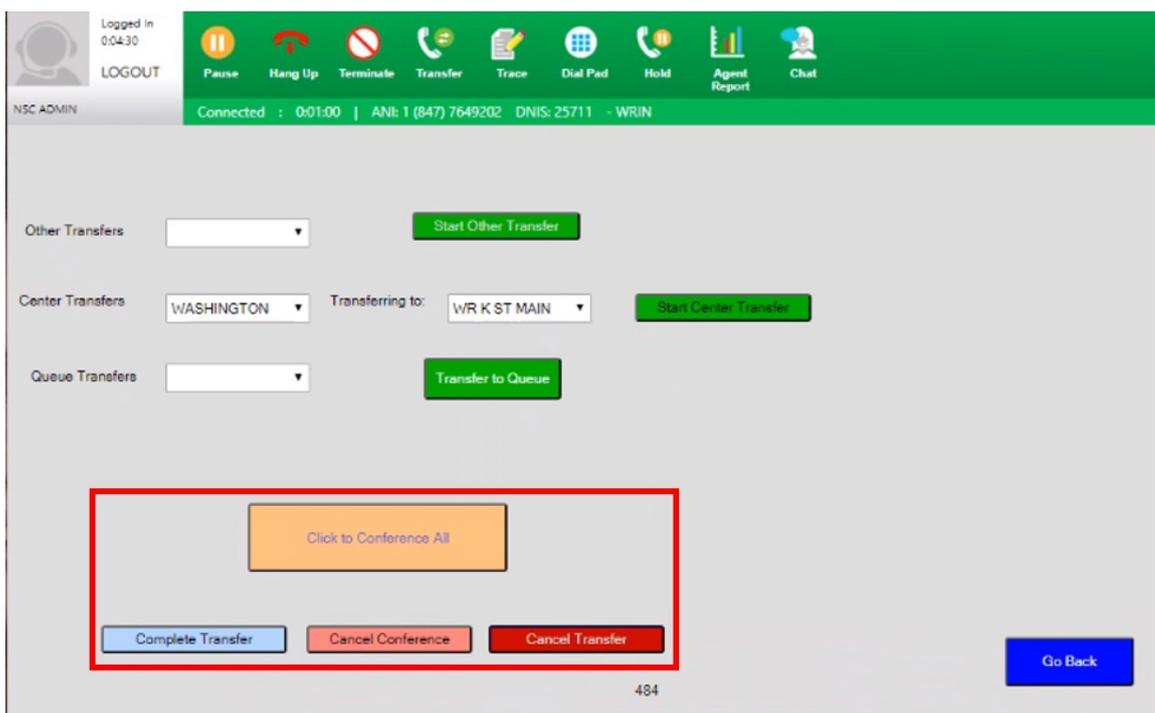
Start Center Transfer



5. Once the transfer has started, the caller will be placed on hold while dialing/connecting to the additional party

6. Once the call has connected, you will have the following options:

- Click to Conference All - Brings all parties on the line at the same time
- Complete Transfer - Pushes the caller from your line, through to the additional party
- Cancel Conference - Disconnects the additional party only, allowing you to remain on the line with your caller
- Cancel Transfer - Disconnects the additional party and allows you to return to the line with your caller



7. To return to the Noble Screen, click Go Back

The screenshot displays a call center software interface. At the top, a green header bar contains a user profile icon with the text "Logged in 0:04:30" and "LOGOUT". To the right of the header are several icons for call control: Pause, Hang Up, Terminate, Transfer, Trace, Dial Pad, Hold, Agent Report, and Chat. Below the header, a status bar shows "NSC ADMIN" on the left and "Connected : 0:01:00 | ANI: 1 (847) 7649202 DNIS: 25711 - WRIN" on the right.

The main interface area is light gray and contains several sections:

- Other Transfers:** A dropdown menu and a green "Start Other Transfer" button.
- Center Transfers:** A dropdown menu showing "WASHINGTON", a "Transferring to:" dropdown showing "WR K ST MAIN", and a green "Start Center Transfer" button.
- Queue Transfers:** A dropdown menu and a green "Transfer to Queue" button.
- Conference:** A large orange button labeled "Click to Conference All".
- Control Buttons:** Three buttons at the bottom: "Complete Transfer" (light blue), "Cancel Conference" (light red), and "Cancel Transfer" (dark red).
- Go Back:** A blue button with a red border, located in the bottom right corner.

The number "484" is visible at the bottom center of the interface.

EDITED: 03/02/2022