## **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

	Prove No. Terminate	Co E	Dial Part Hold	Annel Chat		
	nang op terminate			Report		
Conne	cted : 0:00:29 ANI:1	(847) 7649202 DN	IS: 25711 - WRIN			
WASHINGT RADIOLOG	<u>in </u>	EST	тwo	Sch	eddire	eng
MRN:			Phor	ne: (847) 76492	02	
NAME:			DOB			
City, State and Zin						
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3. The Transfer Screen will display with 3 different transfer options: Other Transfers, Center Transfers or Queue

Transfers									
Logged in 0:04:18 LOGOUT	0 Pause	The Hang Up	Terminate	C. Transfer	Trace	Dial Pad	Ç. Hold	Agent Report	n n n n n n n n n n n n n n n n n n n
NSC ADMIN	Connecte	d : 0:00;	49   ANI:	1 (847) 764	9202 DNI	S: 25711 - V	WRIN		
Other Transfers Center Transfers Queue Transfers		•	Transferring	Start C to: Trans	Other Trans	fer v	Start	Center Tran	ister
	[	Cli	ck to Confer	ence All			2		

- 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

Logged in 0,0±30 LOGOUT Pause	Hang Up Terminate Transfer	Trace Dial Pad	Hold Agent	1 Сыя	
NSC ADMIN Connecte	d : 0:01:00   ANI: 1 (847) 76	549202 DNIS: 25711 - 1	WRIN		
Other Transfers	Star	t Other Transfer			
Center Transfers WASHINGTO	N Transferring to:	VRKSTMAIN 🔻	Start Center Tra	nsfer	
Queue Transfers	Trat	nsfer to Queue			
[	Click to Conference All				
Complete Transfer	Cancel Conference	Cancel Transfe	er		
			484		

- 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

Logged in 0:04:30 LOGOUT	Dause Hang Up	Note: Terminate	Trace Dial Pad	Hold A	ent Chat	
NSC ADMIN	Connected : 0:01:	00   ANI: 1 (847) 764	9202 DNIS: 25711 - 1	WRIN		
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Comple	Clic	k to Conference All	Cancel Transfe			Go Back
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7. To return to the Noble Screen, click Go Back

Logged in 0:04:30 LOGOUT	00 Pause	r Hang Up T	Transfer	<b>E</b> Trace	Dial Pad	Ko Hold	Agent Report	n the second sec		
NSC ADMIN	Connected	: 0:01:00	ANI: 1 (847) 764	49202 DNIS	: 25711 - V	VRIN				
Other Transfers Center Transfers	(ASHINGTON	¥ I ¥ Tr	Start	Other Transl	er 4 •	Start	Center Tran	sier		
Queue Transfers		•	Tran	sfer to Queue						
		Click	to Conference All							
Comple	ete Transfer		ancel Conference	) <mark>C</mark> a	ncel Transfe	484				Go Back

### EDITED: 03/02/2022