

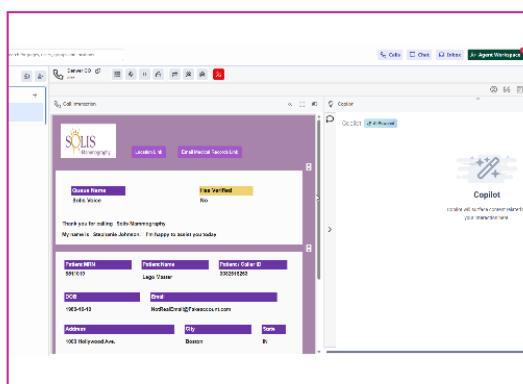
Transfer a Call (Cold Transfer)

Last Modified on 01/16/2026 5:16 pm EST

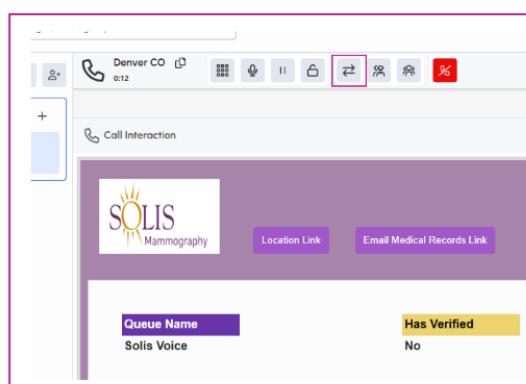


Transfer a Call

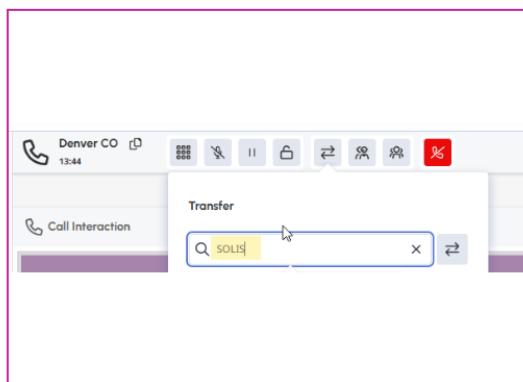
Cold Transfer to another destination without speaking first



1 Confirm you are on an active call.

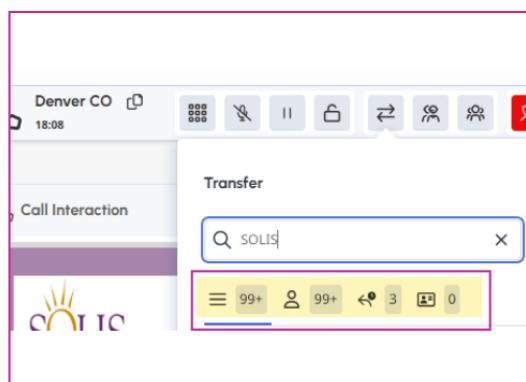


2 Select Transfer from the call controls.



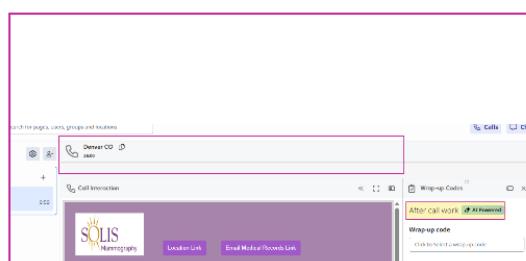
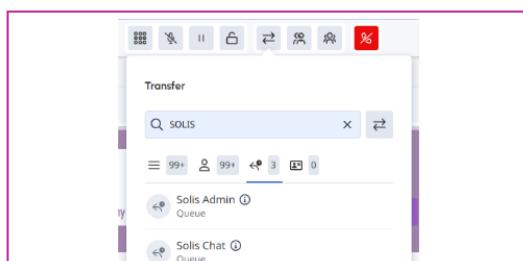
3 Select the search field.

Type the name of the destination you are transferring to.



4 Review the available filter options.

- All
- Users
- Queues
- External Contacts





5 Select the correct destination from the results list.

6 Confirm the call is automatically handed off and no longer connected on your end.

Important Notes:

- A cold transfer sends the caller immediately without a conversation with the receiving party.
- Once the transfer is completed, no additional action is required from you.
- If a conversation is needed before transfer, use **Consult** instead.