

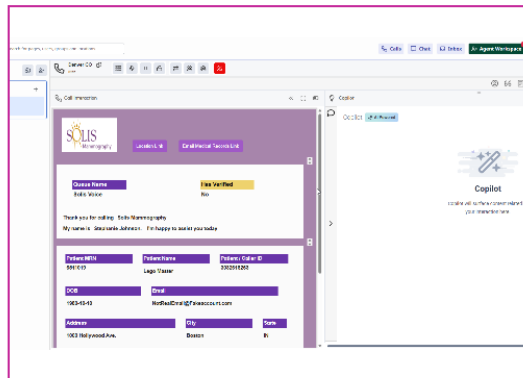
# Transfer a Call (Cold Transfer)

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

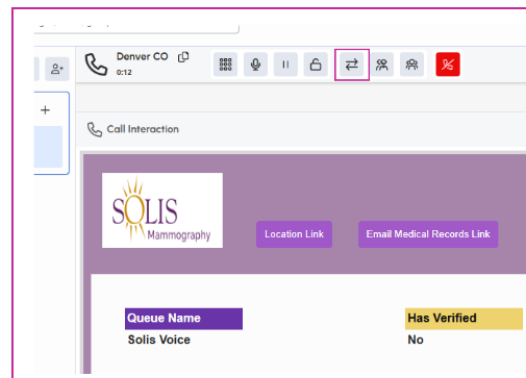


## Transfer a Call

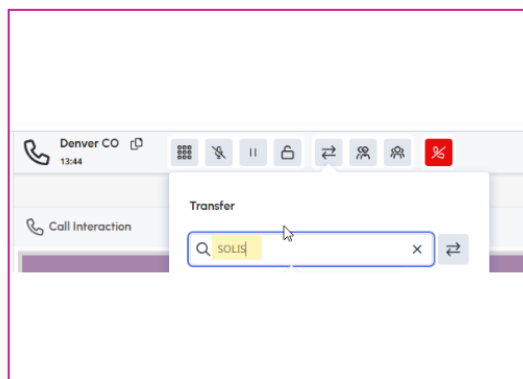
*Cold Transfer to another destination without speaking first*



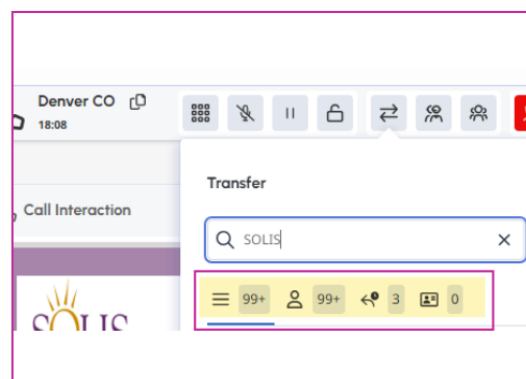
**1** Confirm you are on an active call.



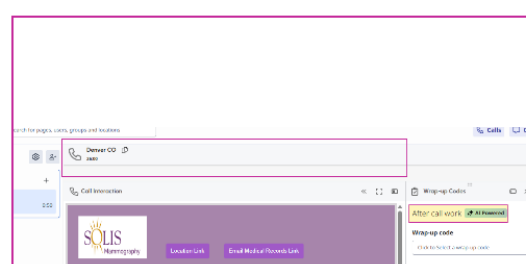
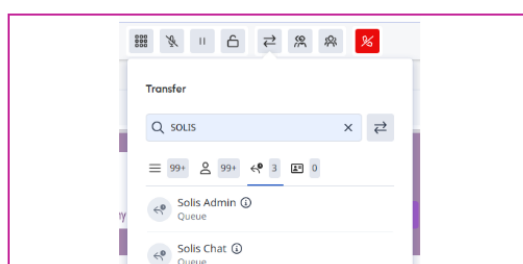
**2** Select Transfer from the call controls.

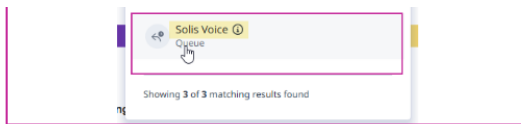


**3** Select the search field.  
**Type** the name of the destination you are transferring to.

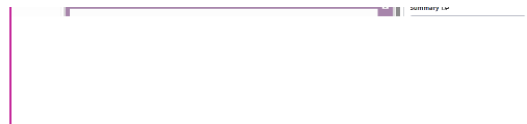


**4** Review the available filter options.  
-All  
-Users  
-Queues  
-External Contacts





**5** **Select** the correct destination from the results list.



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

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**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.