

## Transferring an interview out of a Recording Queue

If a respondent objects to having the call recorded, the agent can easily transfer the call out of the recording queue. As of now, this has to be done with the soft phone manually, and not with DialVision. Please follow these steps.

**STEP 1:** With a call already in session with the respondent, press the **XFER** button once (It is the blue button below the #1 line key).



**STEP 2:** The call will automatically be placed on hold. Enter the three digit agent extension (Example is 150) and press the **XFER** again. The call center manager has a list of agent extensions.

Your call will now be transferred away and back to the agent, but will no longer be recording the call.

**STEP 3:** Pick up the inbound call by clicking on the green phone icon and continue your call.

**STEP 4:** Complete the DialVision comments as normal after call completion.

Please contact Wes Whitmore at ext. 150 (soft phone) or 614.442.7350 with questions.