Call Transfer Types

Call transfer is a standard feature on Pod Connect which allows users the means for transferring calls from one user to another.

There are two ways to transfer a call: **blind** and **attended**. The main difference between the two methods of call transfer is whether or not the caller is introduced before the transfer. Attended Transfers involves the introduction, conversation, and presentation of caller's information to the receiving agent, after which the call is transferred. In the Blind Transfer method, the call is connected to the relevant department or agent quickly and directly without any introduction.

Blind Transfer

Blind transfer, occurs when you transfer a call to another agent without first talking to them. The new representative to whom the call is attached may decide to answer or ignore the call.

In the blind transfer, the customer or caller must re-state their details and explain why they contacted the new agent. The whole process can be annoying for the caller, and some of them may decide to end the call with a voice message or callback options. Because repeating the problem, especially when the customer has called because of dissatisfaction, can be very annoying and unbearable for the customer.

Attended Transfer

Attended transfer is actually designed to fix blind transfer defects. In an attended transfer, the new agent who receives your call is notified of the details, location and reason for your call. You do not have to repeat the details when the new agent receives the call.

It also makes things easier for the new agent because if he already knows who he is talking to and why he called, he will be more prepared to serve and respond. This saves time and does not make the caller unhappy with the repetition of details.

Attended transfer makes callers feel valued.

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