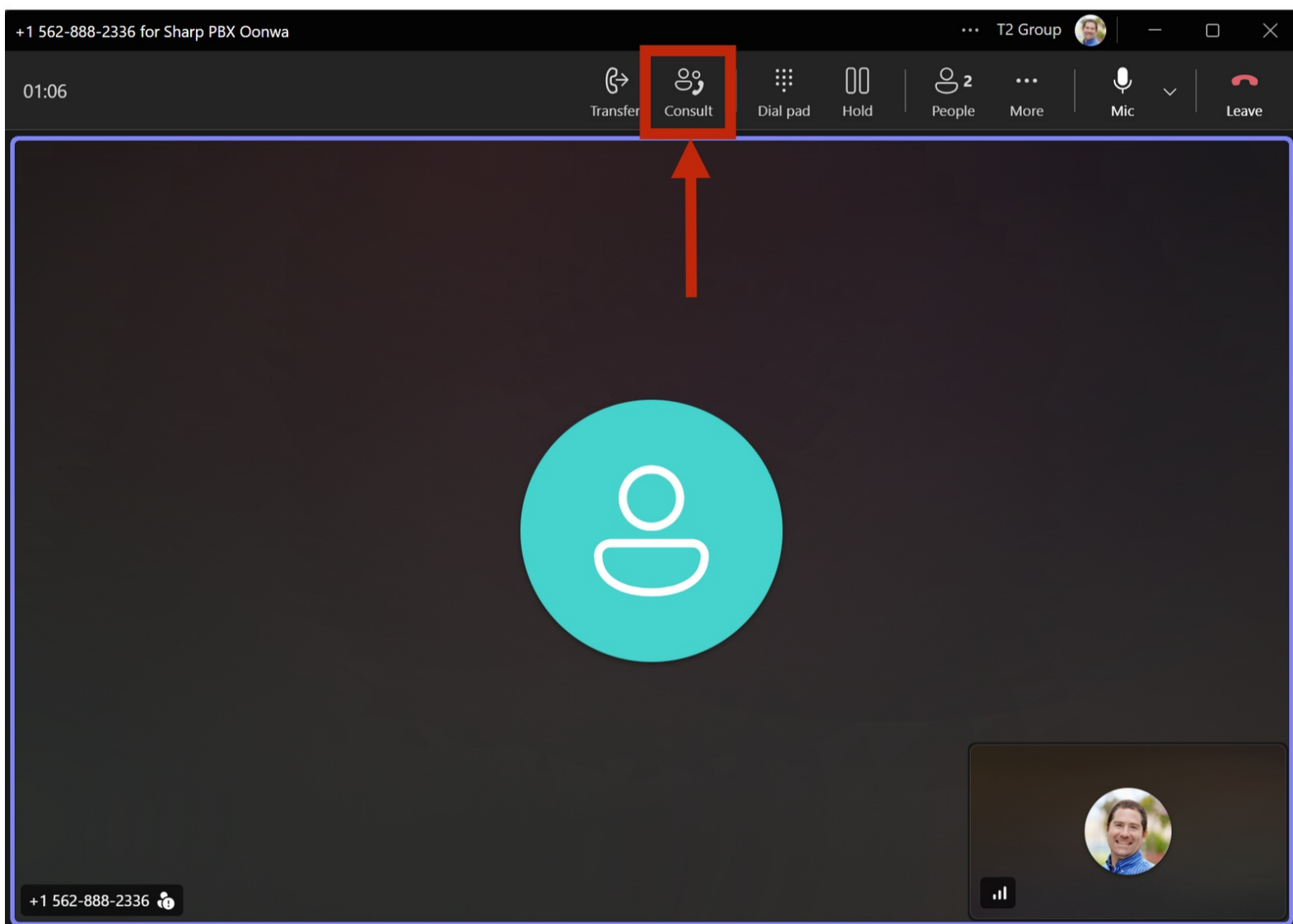


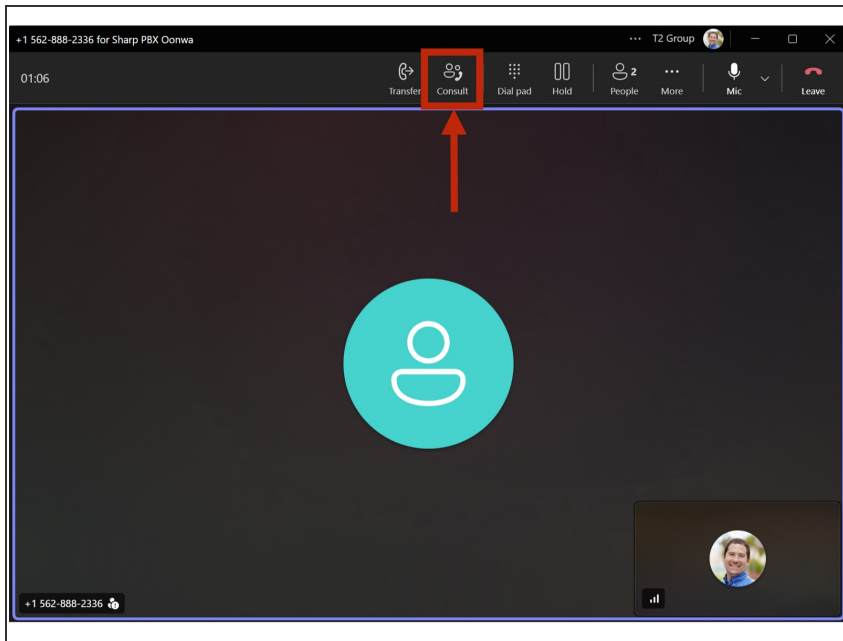


Warm Transfers - 3-Way Calls

Written By: Brendon Welch



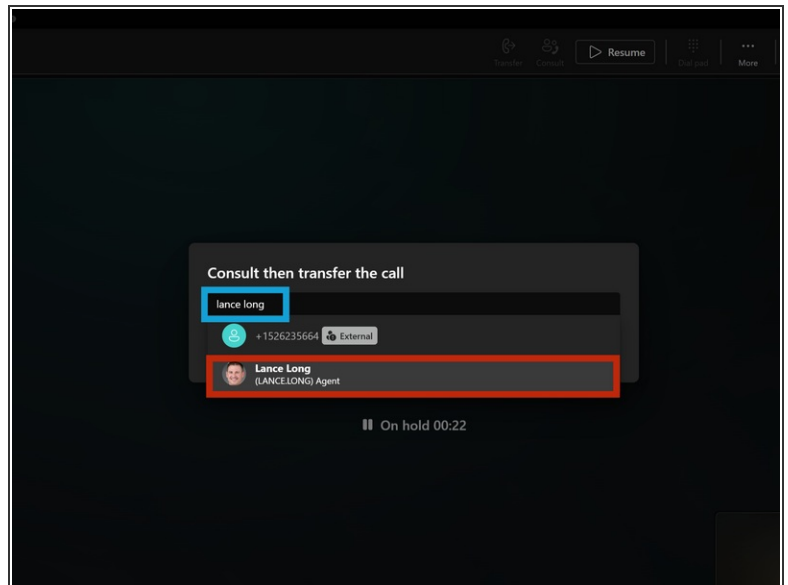
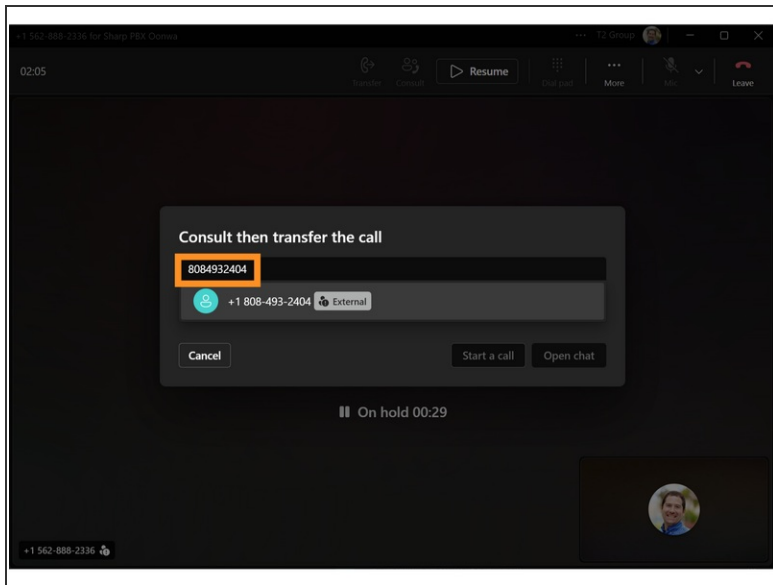
Step 1 — Warm Transfers - 3-Way Calls



While on a phone call:

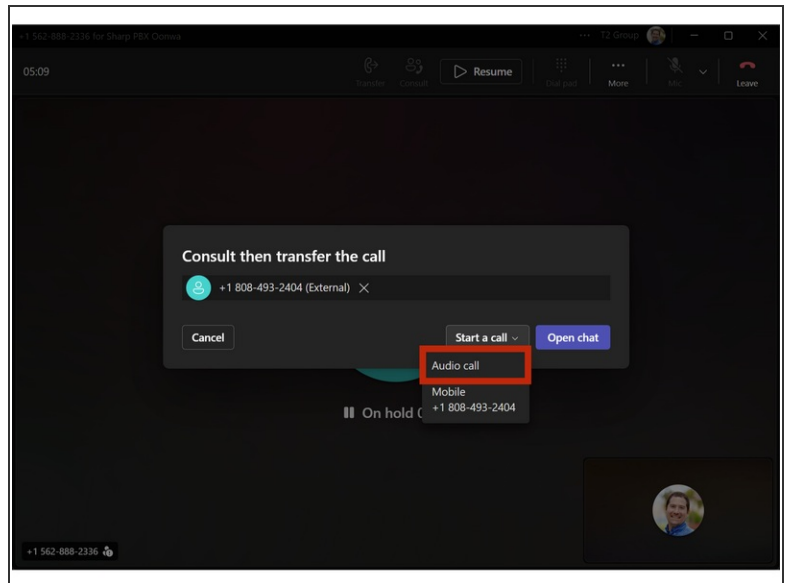
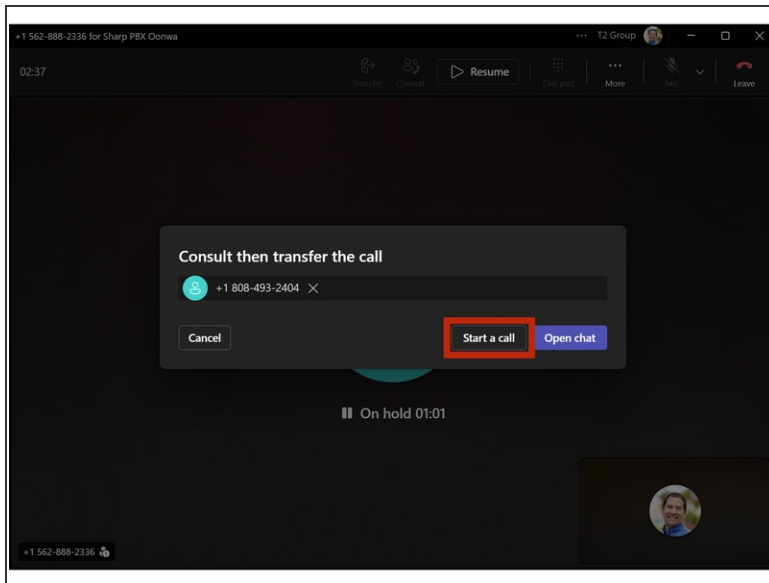
- Click **Consult**

Step 2



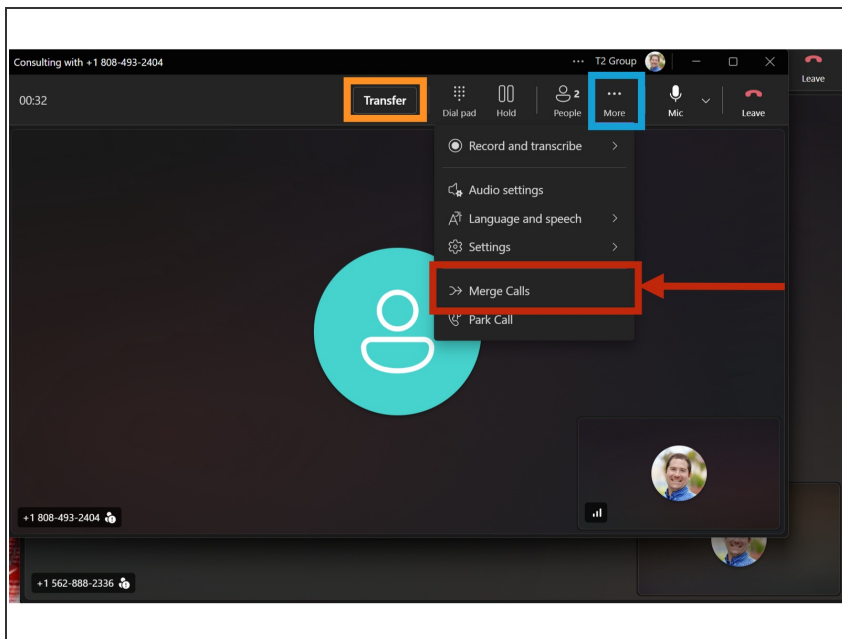
- Type the **Ten digit phone number**
- ☑ **If you are attempting to transfer this call to another Agent:**
 - Enter the **Agent's Name**
 - Select the **Agent's Name**

Step 3



- Click **Start Call - Audio Call**

Step 4



- ☑ To directly transfer without bringing the original call back on:

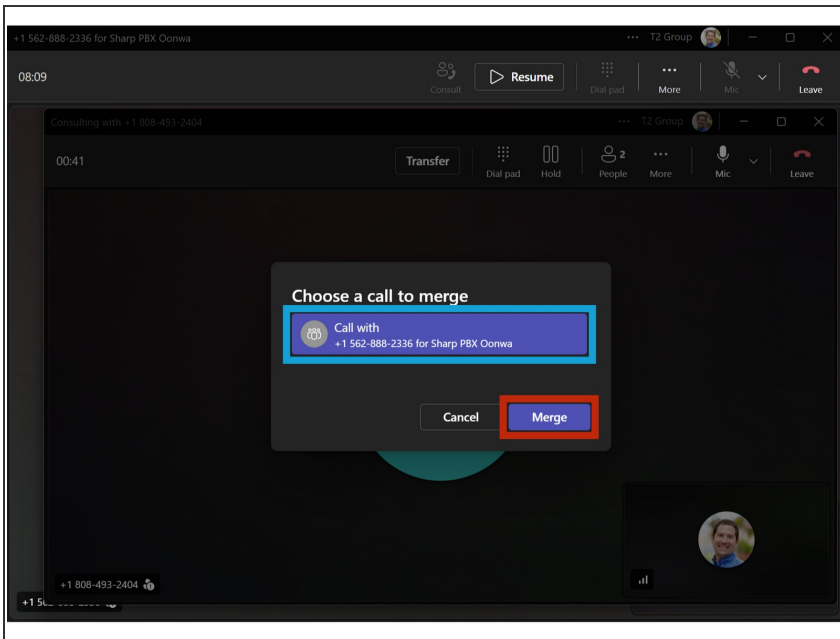
- Click **Transfer**

- ☑ To Merge the calls:

- Click **More**

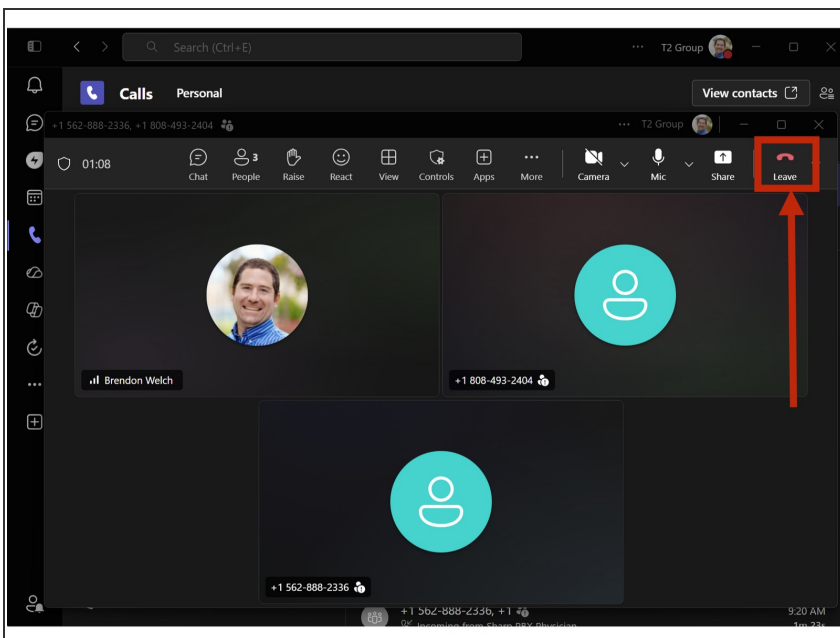
- Click **Merge Calls**

Step 5



- Ensure your **Call** is selected
- Click **Merge**

Step 6



- ✦ When you are ready to leave the call:
- Click **Leave**
- ✦ [To perform a 4-way call CLICK HERE](#)