VoIP

What is the difference between a regular (assisted) transfer and a blind transfer?

The primary difference between a regular assisted transfer (labeled xfer on the phone) and a blind transfer (labeled bxfer on the phone) is whether or not you would like to speak to the target recipient.

As an example: John has called in and would like to speak to Catherine at extension 105. You have two options for transferring this call:

1. **Regular assisted transfer:** you will xfer to extension 105 and speak to Catherine when she answers to let her know John is calling. She agrees to take the call. You press xfer once again to connect John to Catherine. The transfer is now completed.
2. **Blind transfer:** You do not need to speak to Catherine at all during the transfer process, and wish to send John directly to Catherine. While on the call, press bxfer, enter Catherine's extension, and press dial. When she answers, she will hear John, not you. The transfer is now completed.

It is important to note that <u>you do not need to place a call on hold</u> to transfer. When you press xfer or bxfer, the call is placed on hold automatically until the transfer is complete.

Tip: If you use an attendant console (also known as a sidecar), you can press the name of the target recipient on the sidecar at any time during the call, which will automatically blind transfer the caller to the target.

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