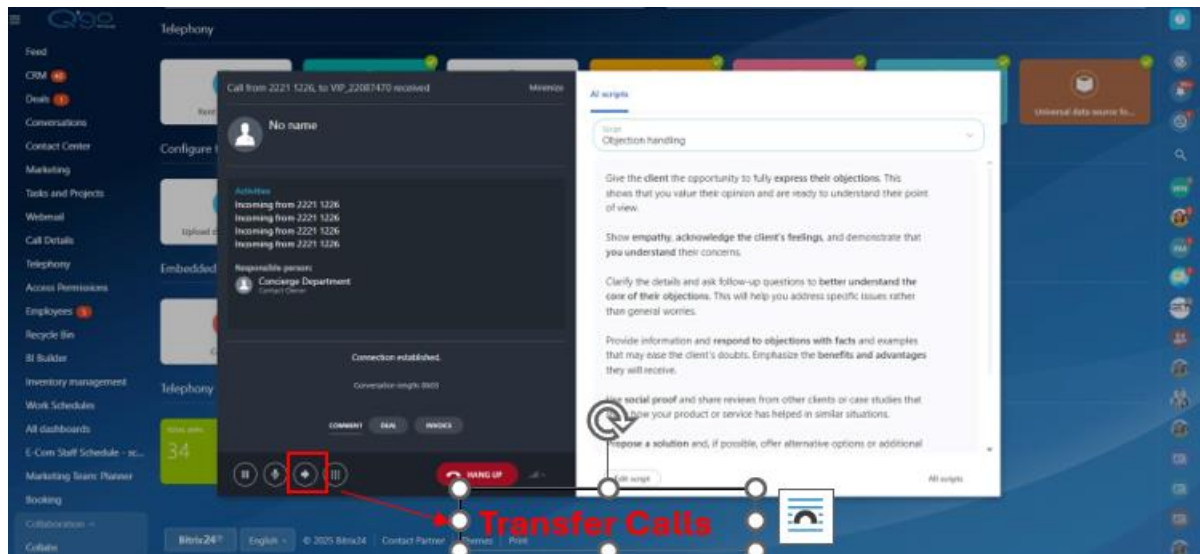
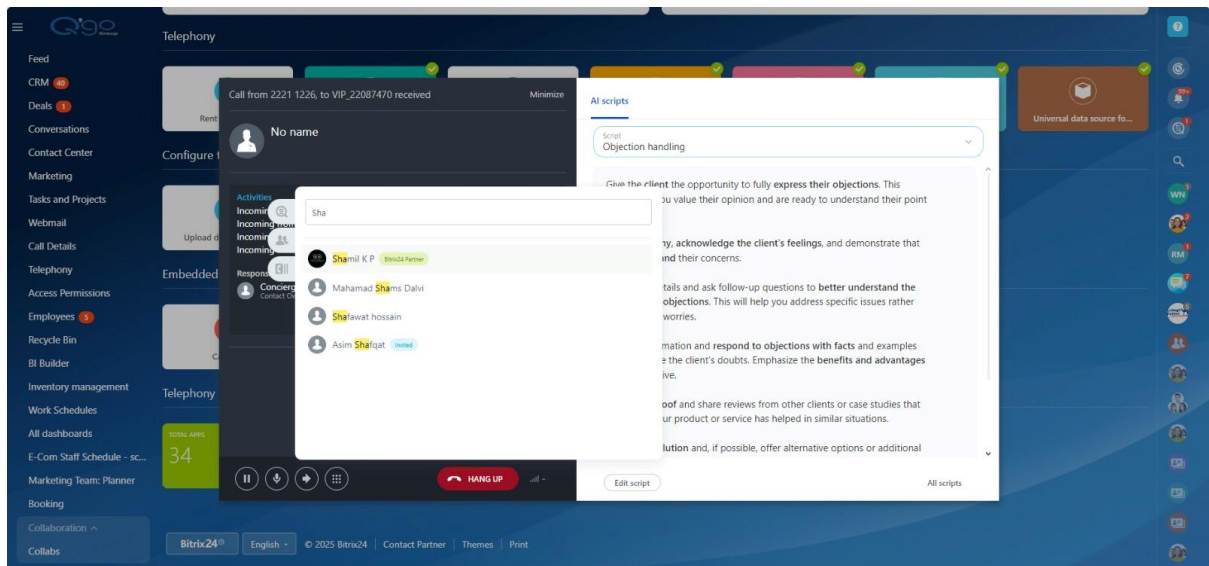


TRANSFERRING CALLS IN BITRIX

1. Transfer Calls via Callpane

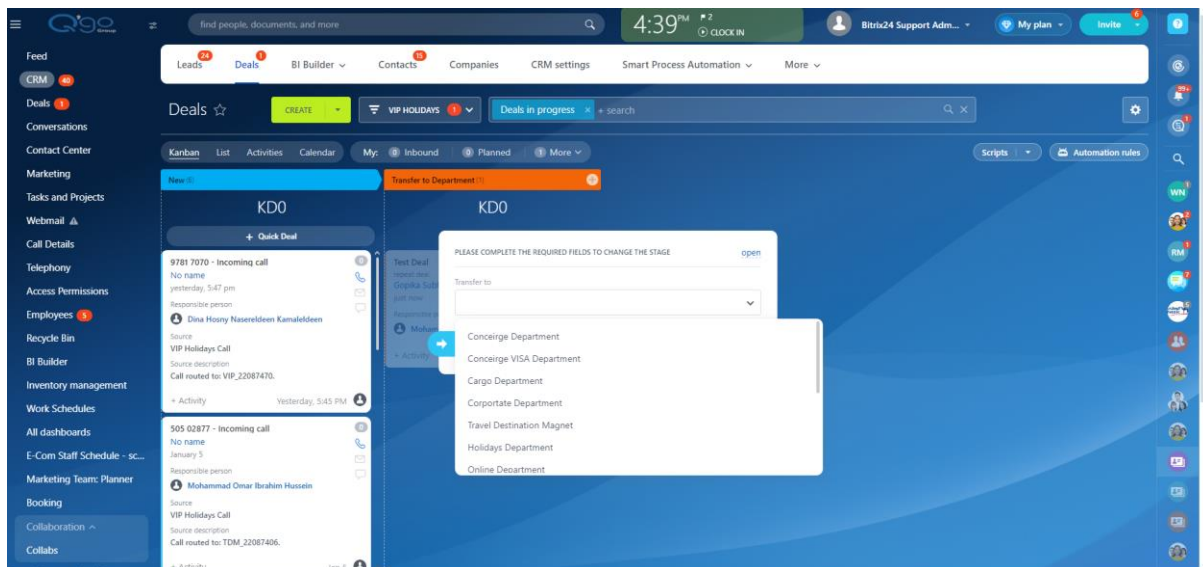
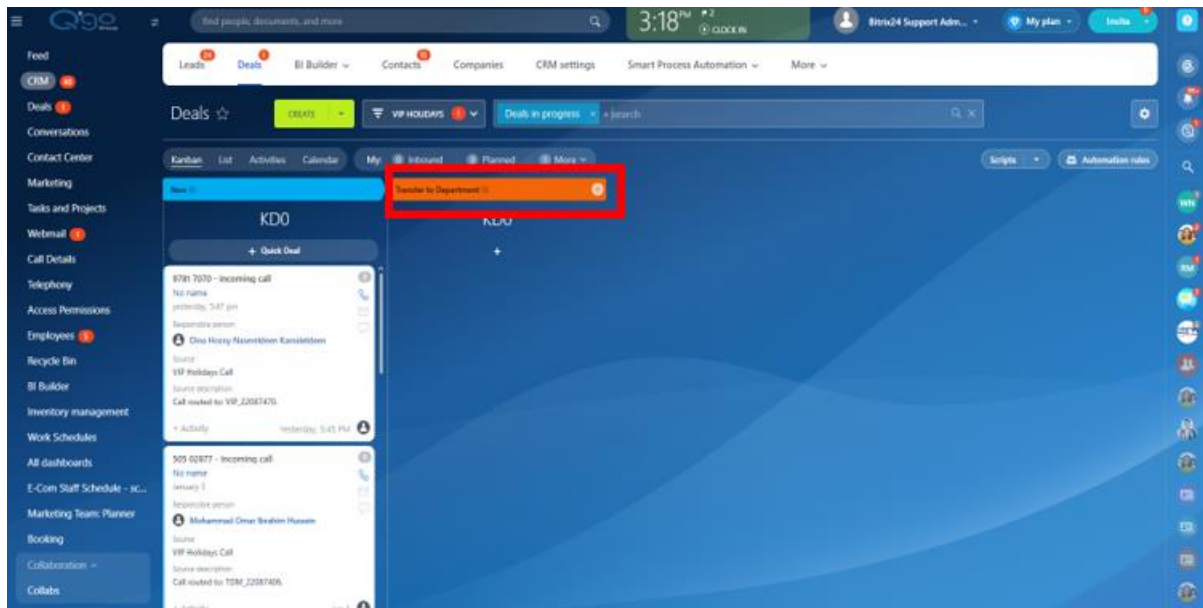


Click the arrow button in the call form to open the call forwarding window. You can redirect the call to an employee or a group of telephony users.



Click the employee's name and choose Internal Call for Bitrix24 redirection or Mobile Phone Forwarding

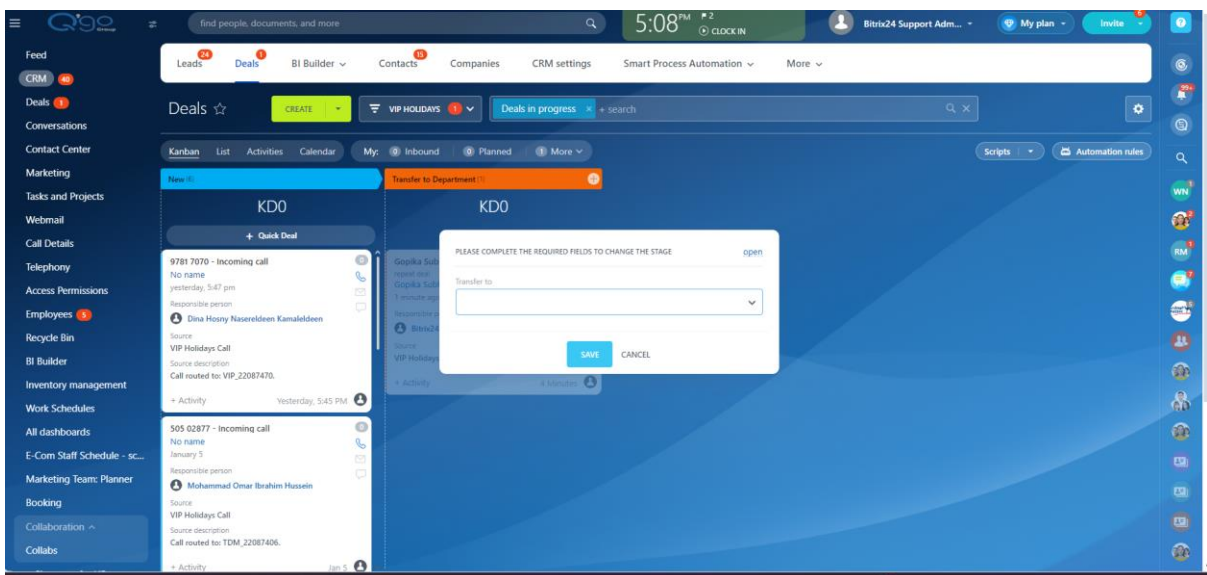
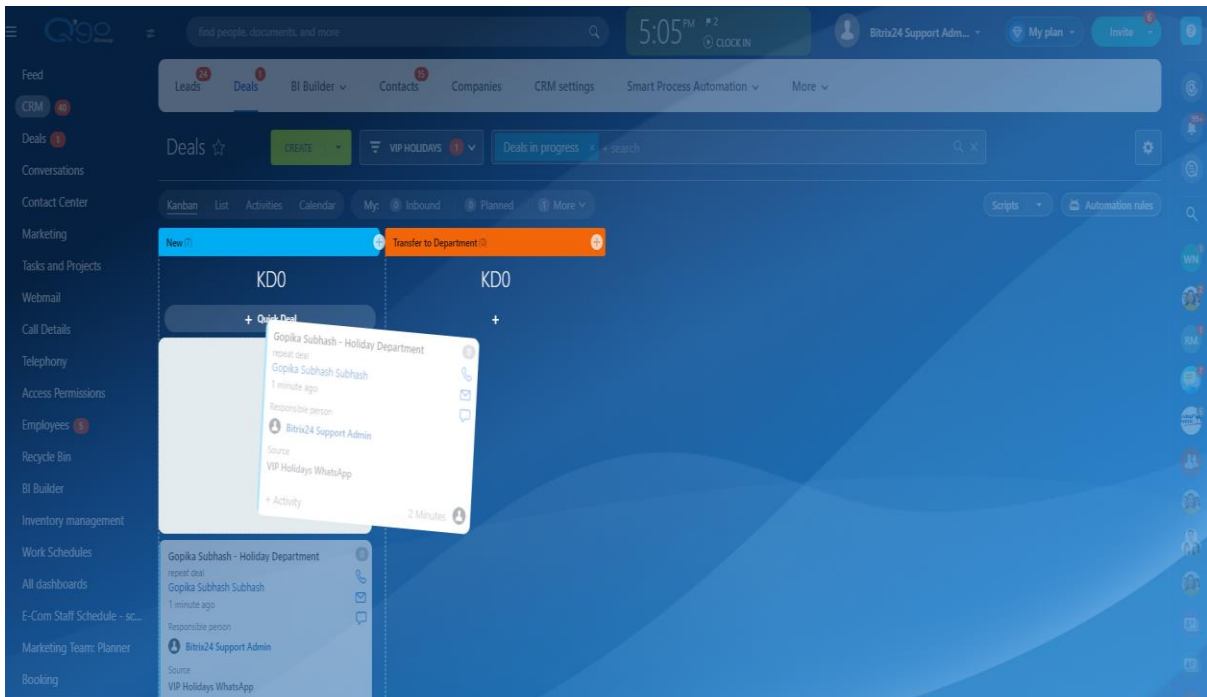
2. Transfer Calls via Deals



When a customer calls in bitrix a deal card is created automatically on the respective pipeline.

To transfer a deal card to another pipeline, drag and drop it to the "Transfer to Department" stage. A popup will appear to select the target pipeline. Once selected, the deal card will be moved accordingly.

TRANSFERRING CHATS IN BITRIX



When a conversation starts in bitrix a deal card is created automatically on the respective pipeline.To transfer a deal card to another pipeline, drag and drop it to the "Transfer to Department" stage. A popup will appear to select the target pipeline. Once selected, the deal card will be moved accordingly.