TRANSFERRING CALLS IN BITRIX

1. Transfer Calls via Callpane

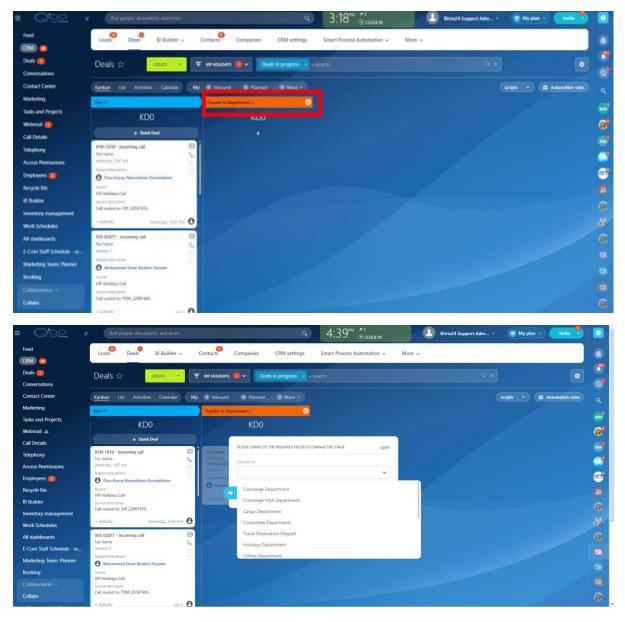
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Contact Center	Configure	<u> </u>	Objection hending	
Marketing Tasks and Projects Webmail Call Details	tipfoad e	Archines Incening from 2221 1326 Incening from 2221 1326 Incening from 2221 1326	Give the client the rapportunity to fully express their objections. This shows that you value their opinion and are insoly to understand their point of view. Show empathy, acknowledge the client's feelings, and demonstrate that	1 8 8
Telephony Access Permissions	Embedded		you understand their concerns. Clarify the details and ask follow-up poestions to better understand the	
Engloyees			case of their objections. This will help you address specific taskes rather than general worries.	6
Recycle Bin			Provide information and respond to objections with facts and examples that may ease the client's doubts. Emphasize the benefits and advantages	
Bi Builder Inventory management		Connection edublished.	they will receive.	8
Work Schedules	Telephony		the vocial proof and share reviews from other clients or case studies that they your product or tervice has helped in similar situations.	
All dashboarts	-	COMMENT BIR MODEL	Prepare a solution and, if possible, offer alternative options or additional	
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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.

	Telephony
Feed CRM @ Deals 1 Conversations	Cell from 2221 1226, to VIP_22087470 received Minimee Al scripts Universal data source fo
Contact Center Marketing Tasks and Projects Webmail	Configure 1 Clive the client the opportunity to fully express their objections. This Activities Activities Sha Su value their opinion and are ready to understand their point Sha Su value their opinion and are ready to understand their point Sha Sha Sha Sha Sha Sha Sha Sh
Call Details Telephony Access Permissions Employees 📀	Upload froom 7.4 Image: Shamil K P Im
Recycle Bin Bl Builder Inventory management Work Schedules	C Asim Startgat week mation and respond to objections with facts and examples = the client's doubts. Emphasize the benefits and advantages ive. Telephony oof and share reviews from other clients or case studies that
All dashboards E-Com Staff Schedule - sc Marketing Team: Planner	ur product or service has helped in similar situations. Lution and, if possible, offer alternative options or additional I I I I I I I I I I I I I I I I I I I
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Click the employee's name and choose Internal Call for Bitrix24 redirection or Mobile Phone Forwarding

2. Transfer Calls via Deals

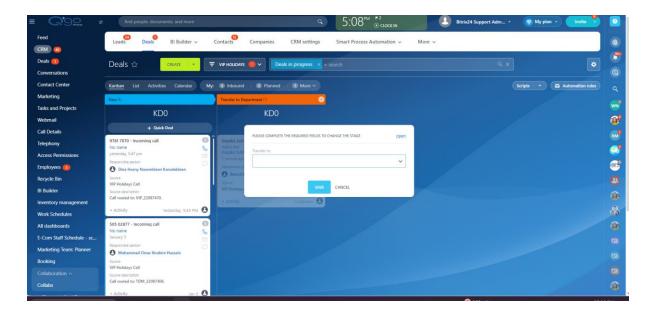


When a customer calls in bitrix a deal card is created automatically on the respective pipeline.

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

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E-Com Staff Schedule - sc	1 minute ago				
Marketing Team: Planner	Bitrix24 Support Admin				
Booking	Source VIP Holidays WhatsApp				



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.