**Transferring a Call to a Queue (Updated 12/7/21)**

**Step One –** While on the call, click the Instant Transfer button.



**Step Two –** Type to 5-digit code for the Queue you are transferring to.



**Step Three –** Click the Phone Icon to send the call to the queue.



**SOUTHERN QUEUE TRANSFER CODES**

|  |  |
| --- | --- |
| Name | Route Point (RP) |
| Southern\_Transfer\_Gen | 51123 |
| Southern\_Transfer\_Esp | 51124 |
| Southern\_Transfer\_EBD | 51127 |
| Southern\_Transfer\_LTC | 51128 |
| Southern\_Transfer\_CC\_Rock | 51129 |
| Southern\_Transfer\_CC\_Jefferson\_County | 51130 |
| Southern\_Transfer\_CC\_Grant\_County | 51131 |
| Southern\_Transfer\_CC\_Green\_County | 51132 |
| Southern\_Transfer\_CC\_Iowa\_County | 51133 |
| Southern\_Transfer\_CC\_Crawford\_County | 51134 |
| Southern\_Transfer\_CC\_Lafayette\_County | 51135 |

Note: If it’s not listed in the chart above, you shouldn’t be transferring calls to that queue. Do NOT transfer calls to other consortiums. Provide the correct number for the individual to contact the consortium directly.