

Time Exits open for call transfer

An incoming call uses the relevant Time module's defined opening hours and exits (as can be seen in Call Flow Tool), but when an agent is connected to a caller and wants to make a consult call or transfer the caller, the agent can transfer the caller to any queue, regardless of any opening hours that are used for incoming calls.

Your Call Flow solution(s) might have one or many Time modules being used by your phone queues. If your company has different opening hours for different queues (more than 1 time module) and you worry that agents e.g. in the evening might transfer callers to queues that are not open, you **can** configure when a queue is open for call transfer and consult calls, but this is an optional configuration.

On page **Services – Time** you can (per Time module) define which Time module Exit(s) that should be considered as open for call transfer.

Home » Services » Time » Demo Product

Time management for Demo Product ?

Exit used if nothing else is specified:
default

Save changes Reset

Test the time module
Choose date and time to simulate the time module
Test now

- ▶ Common opening hours (Priority 3)
- ▶ Holidays and pre-defined days (Priority 2)
- ▶ Self-defined days (Priority 1) ?
- ▼ Exits ?

Exit Name	Open for call transfer/consult
Closed	<input type="checkbox"/>
Closed special	<input type="checkbox"/>
Open	<input checked="" type="checkbox"/>

Save changes Reset

Please note that the Time module's **Default exit** is not an ordinary exit, and that's why it can not be selected as 'Open for call transfer' here.

In addition, on page **Services – Queues** under [System queue settings](#) you need to link the relevant Time modules to your phone queues if you want to limit when agents can transfer to queues.

If this **optional** configuration is not done, the agents can transfer callers to queues regardless of any opening hours.