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How to transfer external forwarded and parked calls back to a receptionist

 The Article describes how to transfer forwarded external and parked calls to a receptionist in case such calls are not answered by a transferee.

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The configuration of transferring forwarded external and parked calls back to a receptionist might be useful in the following scenario:

There are 2 types of call transfers when a call can be lost: blind and semi-attended transfers.

- If the call is transferred, but the transferee doesn't answer/ is busy/ unavailable, "Return from transfer" feature is activated
- The call is returned to the person who is busy/ unavailable/ doesn't answer

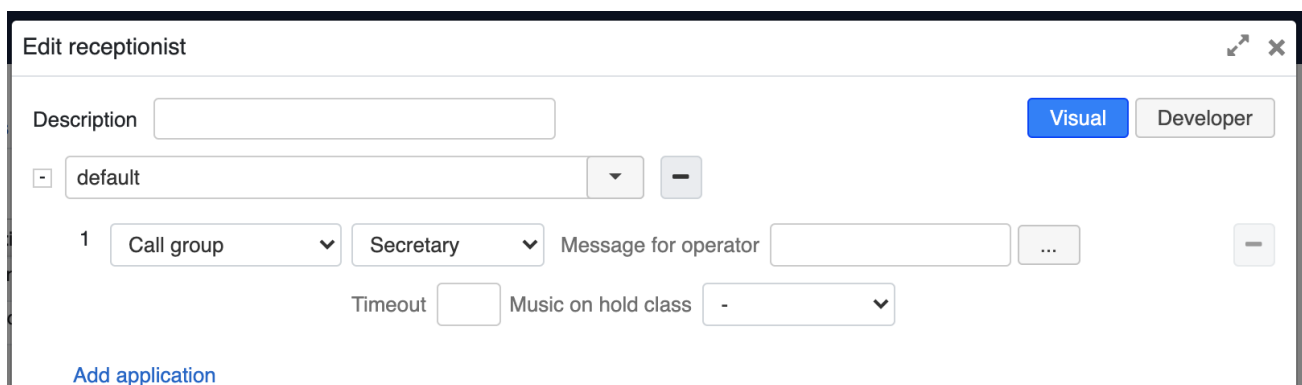
Also, the feature can be used for calls returning from parking.

 Important: "Return form transfer" feature is disabled by default for PBXs with "USA" country code (except calls returning from parking).

The behavior can be changed via custom global variable "RETURNFROMTRANSFER=yes". Consult [Custom Global Dialplan Variables List](#) for details.

Configuration

To transfer a call to a receptionist, you need to create a new Dialplan procedure "receptionist" and specify the transfer destination for the "default" extension:



Edit receptionist

Description

default

1 Secretary

Timeout Music on hold class

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