

Call Transfer



1. Traditional Telephone Call is placed to XYZ Office Telephone Number (PSTN)
2. The call is routed to the PSTN Gateway,
3. The number is allocated to Reception in the Central Server,
4. The call is routed through the AzaCatch Server to the Reception AzaCall200,
5. Reception Answers the Call and places the call on hold to locate the Director Of Sales
6. The Director of Sales answers the call from Reception while the Original Calling Party remains on hold.
7. Reception transfers the call to the intended party in this case, the director of Sales
8. Reception disconnects from the call flow, the voice stream is directly connected between the two parties successfully completing the call.

