

Hi Team,

Please see below a quick guide on how to use the **Communicator GO app** for making, receiving and transferring calls.

Making a Call

- Open the Communicator GO app.
- Search for the staff member/contact you would like to call, or enter the phone number using the keypad.
- Select the **phone icon** to start the call.

Receiving a Call

- Incoming calls will appear through the Communicator GO app.
- Select **Answer** to take the call or **Decline** if you are unavailable.

Transferring a Call to Another Staff Member

While you are on a call:

1. Select the **Transfer** option.
2. Search for the staff member you would like to transfer the caller to.
3. You can then complete either a **Direct/Blind Transfer** or a **Supervised/Attended Transfer**.

Direct/Blind Transfer

Use this when you want to send the caller directly through to another staff member without speaking to them first.

- Select the staff member/extension.
- Choose the direct/blind transfer option.
- The call will leave your phone and ring through to the selected staff member.

Supervised/Attended Transfer

This is generally the preferred option when you would like to speak with the staff member before putting the caller through.

- Select the staff member/extension.
- Choose the supervised/attended transfer option.
- The original caller will be placed on hold while you speak privately with the staff member.
- Once they confirm they can take the call, select **Transfer/Complete Transfer** to connect them.
- If they cannot take the call, return to the original caller and advise them accordingly.

Transferring to a Mobile/External Contact

Where a staff member or external number has been added to our **Central Phone Book**, search for their name in Communicator GO and select the appropriate number when transferring.

Putting a Caller on Hold

- Select **Hold** during the call.
- Select the option again to return to the caller.

Contacts

Communicator GO is connected to our DMF phone system and Central Phone Book. Please use the contact search where possible rather than manually entering numbers.

If you notice an outdated contact, incorrect phone number or someone missing from the phone book, please let me know so I can have this updated.

If anyone has trouble accessing Communicator GO or transferring calls, please let me know and I can assist.

Thank you!

Kind regards,
Marchella

