

Consultation Call via Mitel

Version control:

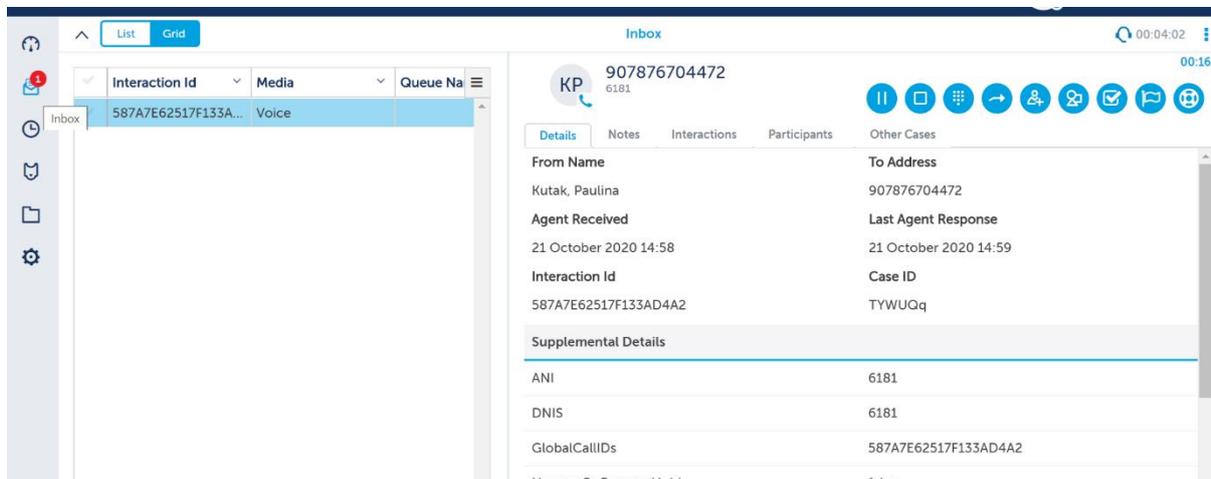
Version	Date	Change(s)	By
1	21/10/2020	Initial release	PK

Consultation Call

This guidance will explain how to make a consultation call using Mitel Ignite. The use of this function might be needed when the operator is not sure how to deal with a caller and needs to consult their supervisor, without terminating the initial call with the service user.

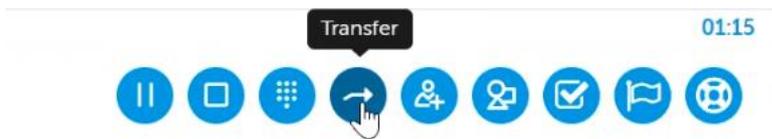
Guidance

1. When on a call with a service user go to the **Mitel Ignite** webpage and make sure you're in **Inbox**. You should see a similar view to one on the picture below.

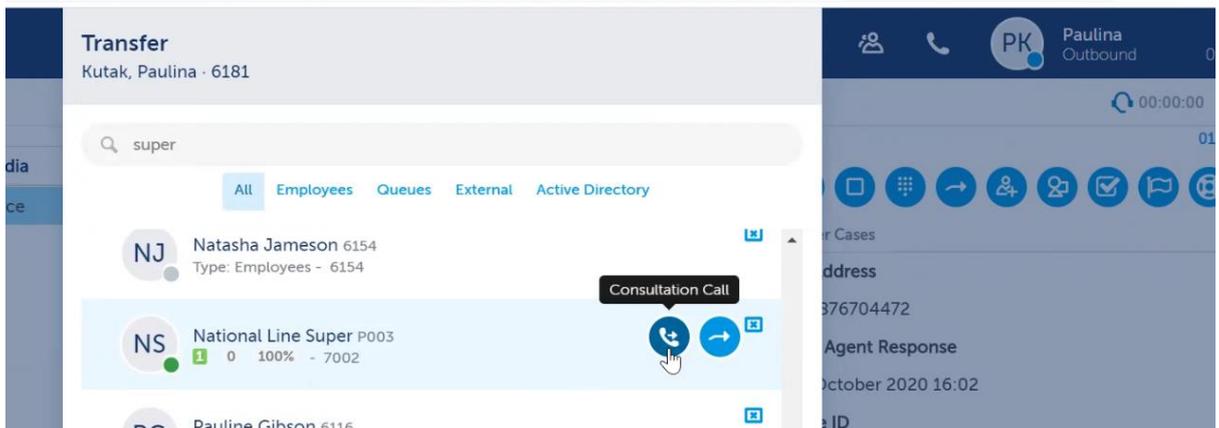


2. **Inform the caller** that you will now put the call on hold as you need to consult your supervisor. You can put your call on hold now (by pressing 1 on your phone) or you can wait until you start making a call to the supervisor, as it will automatically put the call on hold.

3. Choose **'Transfer'** from the menu displayed on your screen.



4. Now search for the supervisor line by typing **'National Line Super'** or type 7002 (Mitel Id for Supervisor Line). Click on **'consultation call'**.



As mentioned before, this will put the service user on hold (if you haven't already done that), and you will start calling the supervisor line.

5. When you connect to the supervisor consult the case and ask for relevant advice. Remember the service user is waiting on hold, so bear in mind the time you spend consulting with the supervisor.
6. As soon as you have all the necessary information to get back to the caller, click on **'Cancel transfer'**. This action will disconnect the supervisor and automatically put the service user back on call. Now you can continue discussing the case with the caller.

