

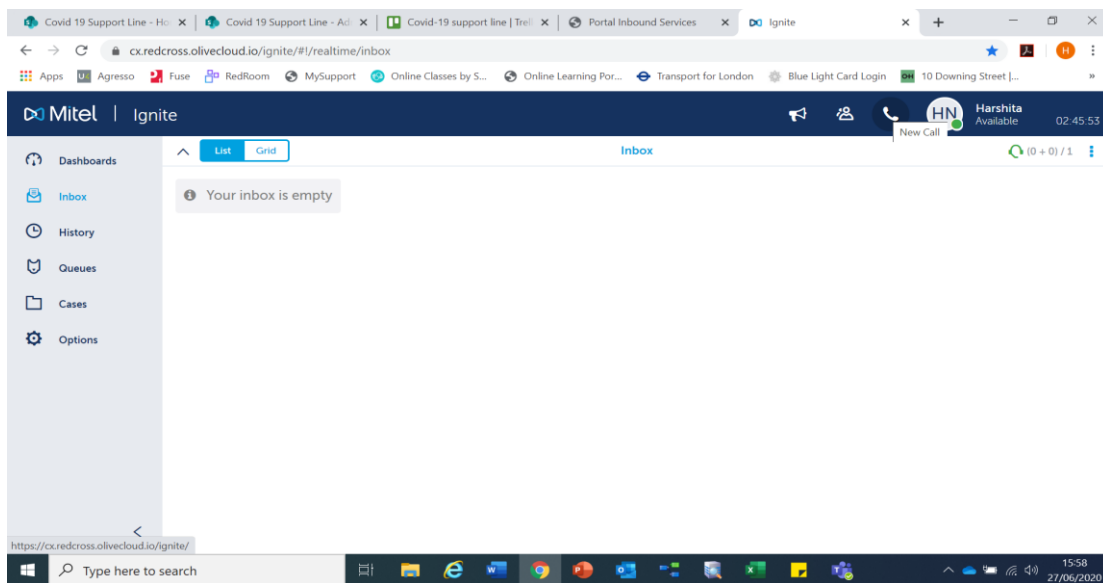
## Mitel Outbound and Transfer Guide

### Version control:

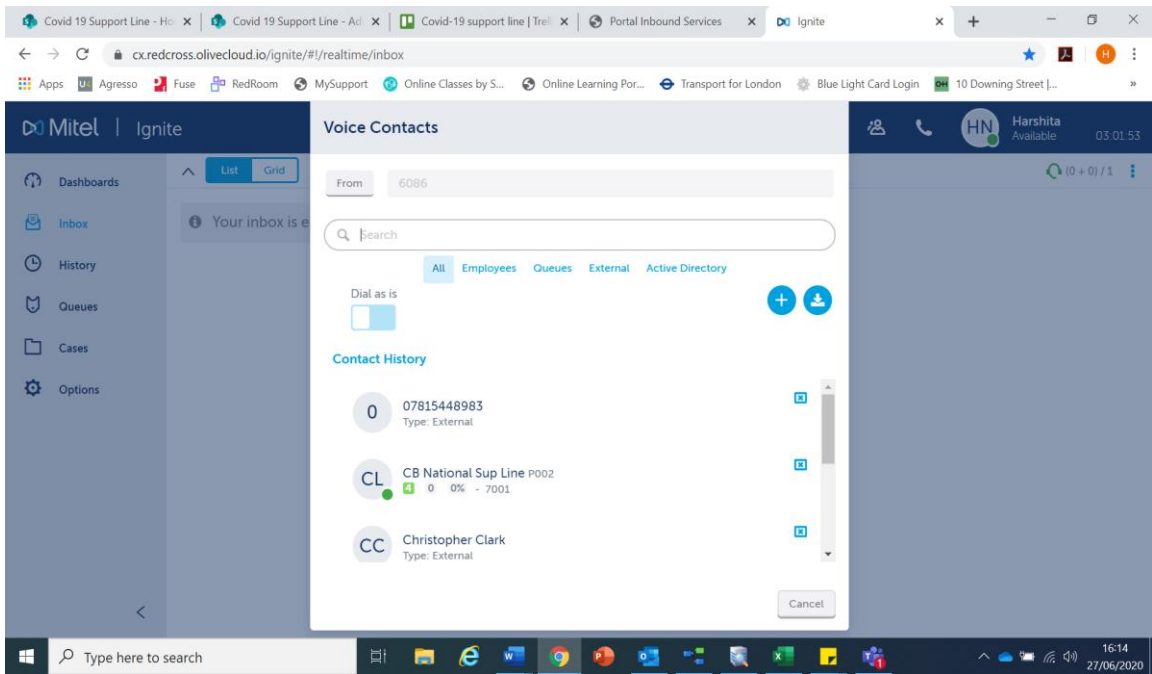
Version	Date	Change(s)	By
1	07/07/2020	Initial release	HN
1.1	19/08/2020	Document Format	JW
1.2	12/07/2021	Script on page 4 updated	PK

### To make an outbound call:

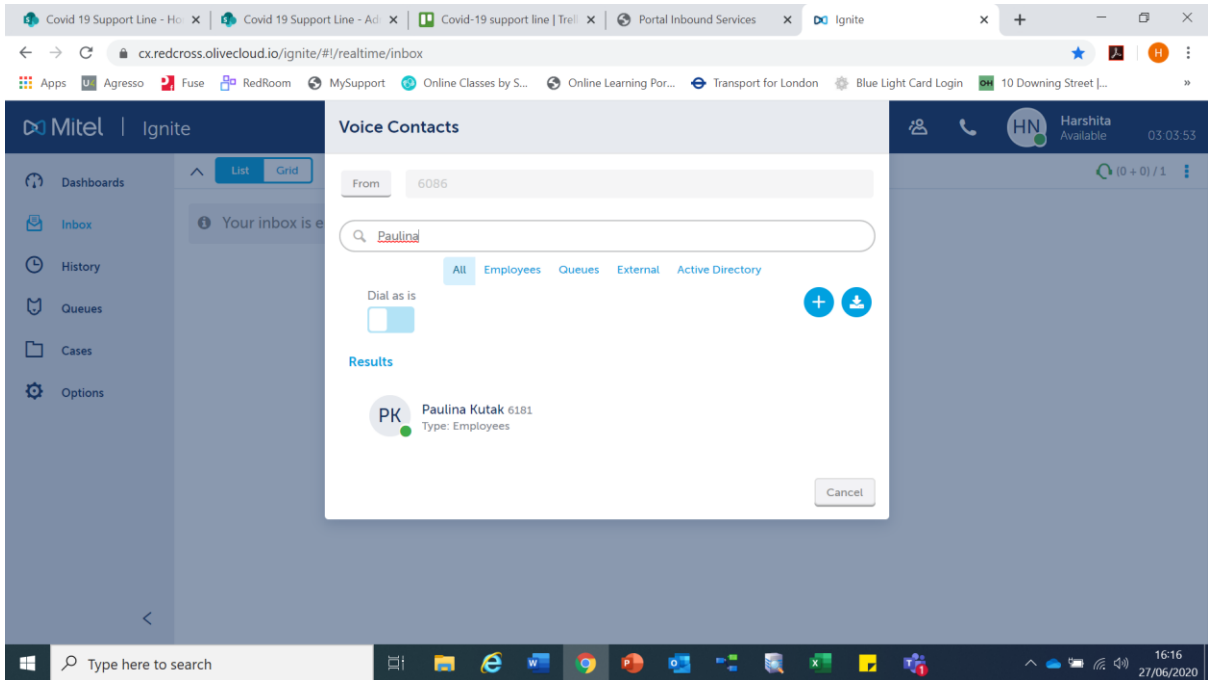
- Click on the phone button



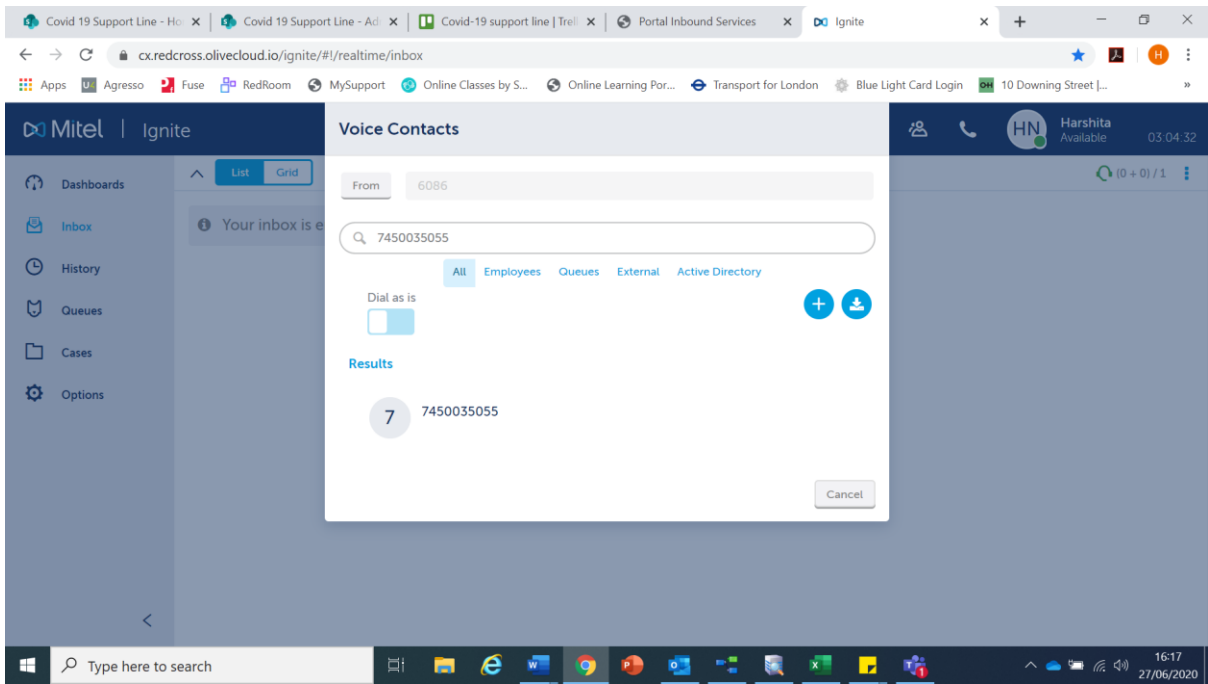
- Below screen will pop open



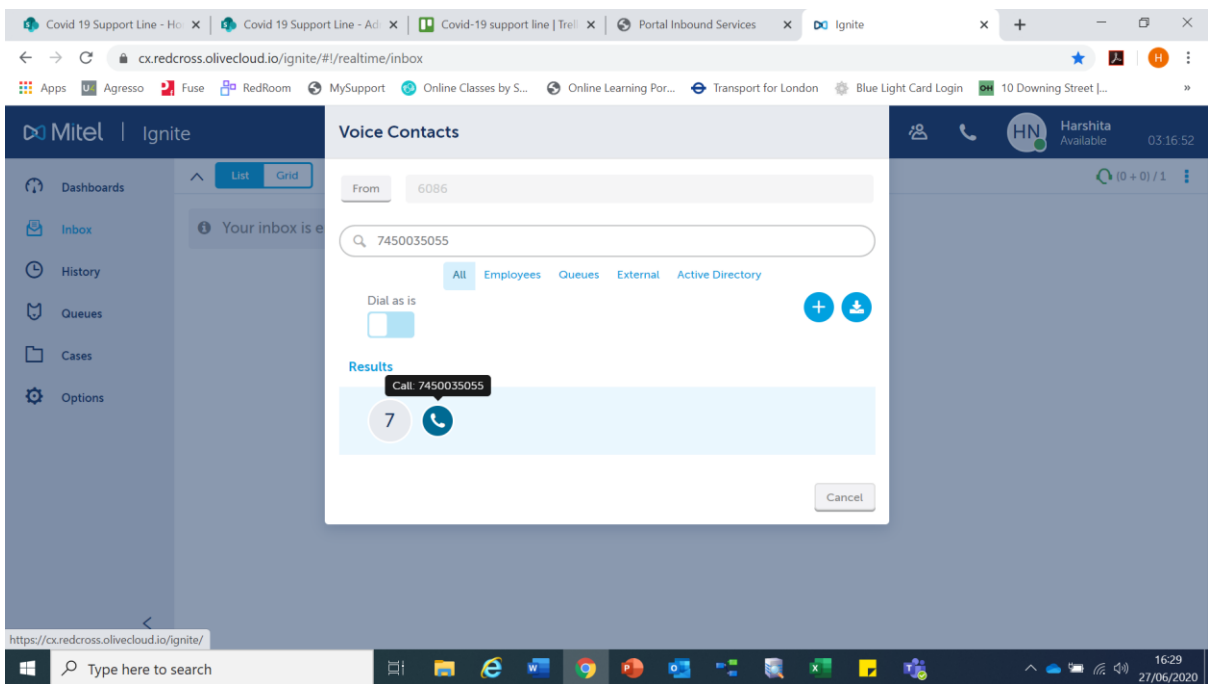
- Search for the person you want to speak with or Type the number



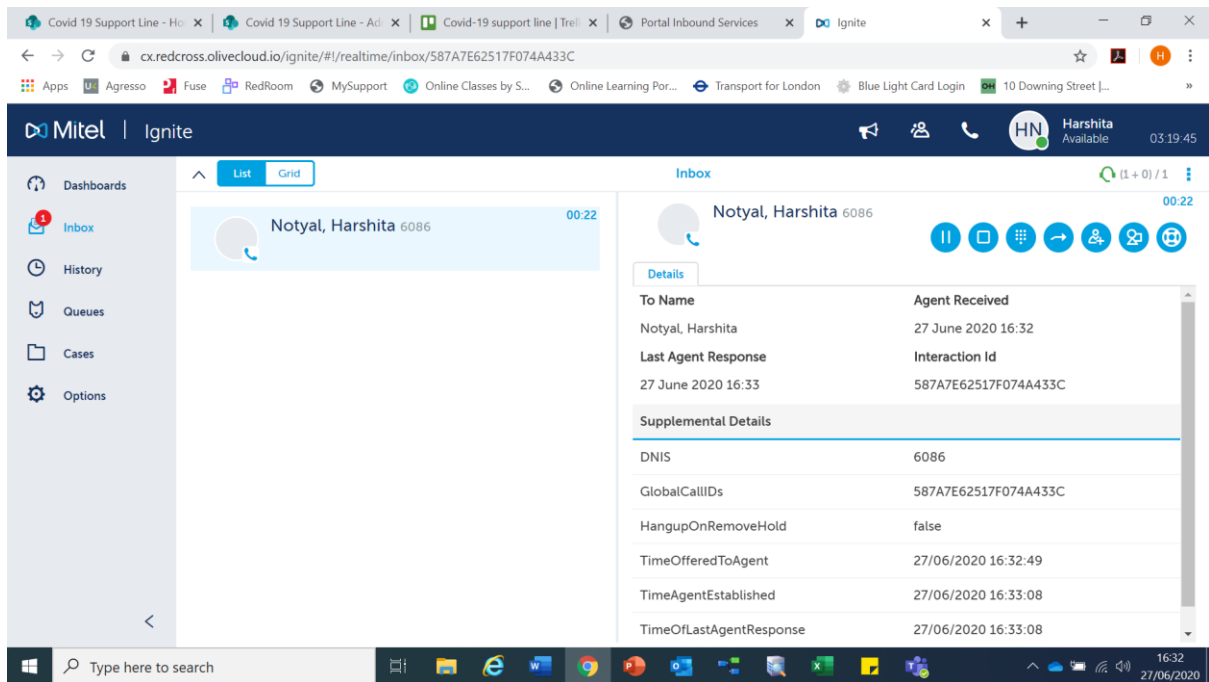
OR



- Click on the call button next to the name/number



- This is how the Mitel page will look like when the call is connected



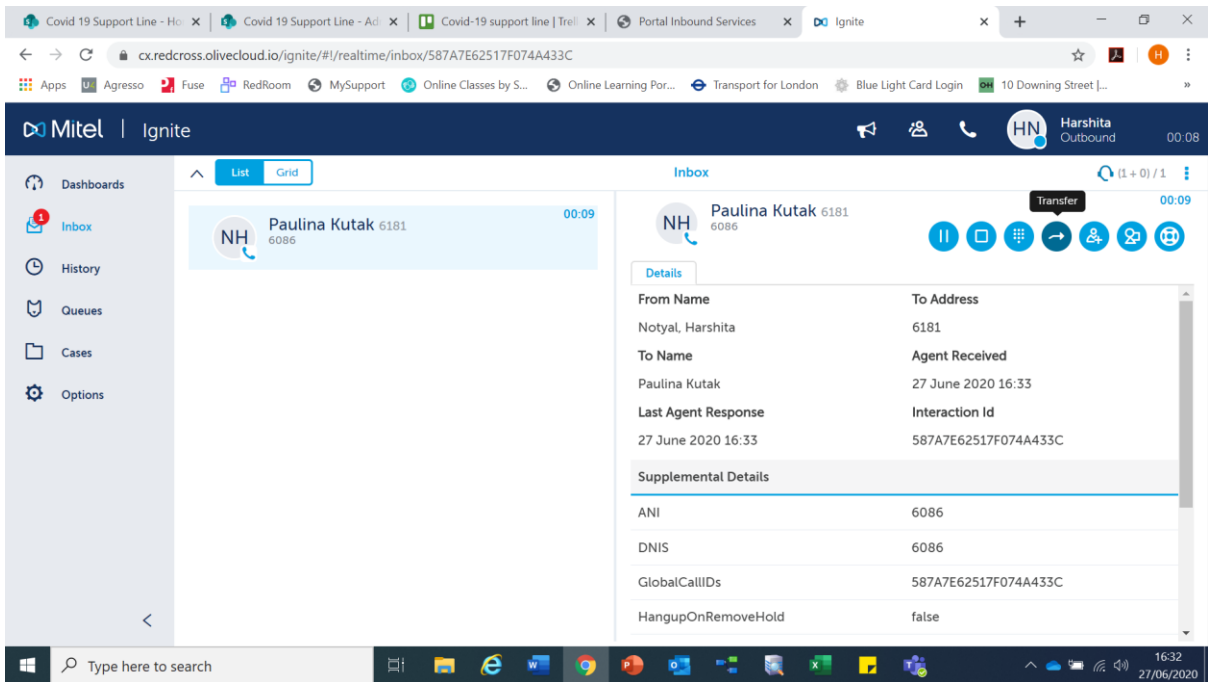
- You will receive the call on your phone -> Answer the call and press 8 -> you will then hear the call getting connected

As soon as you speak to the Service User please follow the below mentioned script:

**“Hi, am I speaking with Mr. X my name is ABC I am calling from British Red Cross in reference to your Voice Mail. Before we proceed further, I would like to inform you that All calls are recorded for training and monitoring purposes. Calls to this number are confidential and unless there is a potential risk to you or others, or where we are required to by law, your personal data will not be shared without your consent.”**

**NOTE \*\*If the user is not ok with recording the conversation, please inform that you will have to end the call as it is not possible to stop recording. You can suggest them to call on the Support Line and discuss the case if that is what they are comfortable with.**

- To transfer the call, click on the arrow icon



- The below window will pop up -> Search for the person/number you would like to transfer the call -> Click on Consultation Call
- When the call connects with the 3<sup>rd</sup> person, give them a brief of the call and then click on complete transfer. As soon as you click on complete transfer you will drop off from the call and the other 2 people will be able to talk to each other.

