**How to Transfer Between Queues in Genesys**

1. Hit the Instant Transfer Button with the caller on the line



1. Find the Queue you want to transfer to using the chart below

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| --- | --- | --- |
| Name | Route Point(RP) | Old CCA Queue |
| Capital\_Transfer\_Gen | 51073 | General |
| Capital\_Transfer\_Esp | 51074 | Spanish |
| Capital\_Transfer\_Hmg | 51075 | Hmong |
| Capital\_Transfer\_Trans | 51076 | Translation Queue |
| Capital\_Transfer\_EBD | 51077 | EBD |
| Capital\_Transfer\_CC\_Dane | 51078 | CC Dane |
| Capital\_Transfer\_CC\_Sheboygan | 51079 | CC Sheboygan |
| Capital\_Transfer\_CC\_Dodge | 51080 | CC Dodge |
| Capital\_Transfer\_CC\_Sauk | 51081 | CC Sauk |
| Capital\_Transfer\_CC\_Columbia | 51082 | CC Columbia |
| Capital\_Transfer\_CC\_Richland | 51083 | CC Richland |
| Capital\_Transfer\_CC\_Juneau | 51084 | CC Juneau |
| Capital\_Transfer\_CC\_Adams | 51085 | CC Adams |
| Capital\_Transfer\_CC\_Gen | 51086 |  |
| Capital\_Transfer\_Helpline\_EBD | 51087 | HQ EBD |
| Capital\_Transfer\_Helpline\_Other | 51088 | HQ Other |
| Capital\_Transfer\_CC\_Provider | 51089 | CC Provider |
| Capital\_Transfer\_CC\_Other | 51090 | CC Other |
| Capital\_Transfer\_CC\_Authorization\_Dane  | 51091 | CC Authorization Dane |
| Capital\_Transfer\_Family\_Care | 51092 | Family Care |
| Capital\_Transfer\_LTC  | 51093 | Long Term Care  |
| Capital\_Transfer\_Training | 51094 | Training |
|  |  |  |

1. Type the name of the queue or RP (route point) number of the queue you want to transfer to in the search block:



1. Hover over the queue you want to transfer to and hit the instant call transfer button:



1. The call will then transfer to the new queue, and you will be disconnected.
2. Note: to save time, add these queues to your favorites (star). You can do so when you are not on a call in the Team Communicator. Type the name of the queue or RP number in the search block, then hit star:



1. Give the queue a reference name you will remember on the New Favorite Menu, then click ‘Add’:



1. You can reference these favorites during a transfer by hitting the star button on the transfer drop down menu:



QUESTIONS: See your lead or supervisor