

Genesys Cloud Copy & Paste Transfer (XFERS) List

XFER Name	Notes
Lead Line, Capital Line # 1-833-469-3430	Help Queue Use Consult. Select 1 for EBD, 2 for Other (Family). Through Consult, you can warm transfer an escalated client to the Help Queue. You will hear hold messages intended for clients if there is a wait time.
XFERS_Capital_Gen	General Queue
XFERS_Capital_EBD	EBD Queue
XFERS_Capital_Esp	Spanish General Queue
XFERS_Capital_Hmg	Hmong General Queue
XFERS_Capital_ESP_EBD	***CURRENTLY NOT IN USE, DO NOT TRANSFER CALLS TO THIS QUEUE*** Spanish Transfer EBD Queue
XFERS_Capital_Hmg_EBD	Hmong Transfer EBD Queue
XFERS_Capital_CC_Adams	Child Care Queues
XFERS_Capital_CC_Columbia	
XFERS_Capital_CC_Dane	
XFERS_Capital_CC_Dane_Esp	
XFERS_Capital_CC_Dodge	
XFERS_Capital_CC_Juneau	
XFERS_Capital_CC_Richland	
XFERS_Capital_CC_Sauk	
XFERS_Capital_CC_Sheboygan	

Last Updated: 4/7/2025