

Aircall Call Transfers

Overview

This guide covers how to transfer calls within Aircall, since team members frequently need to hand off calls to other departments or closers.

Transferring Calls in Aircall

Aircall is our primary phone system. To transfer a call:

1. **Warm Transfer:** Click the *Transfer* button on the active call → Select the teammate or team queue → Click *Transfer*. The caller hears hold music while you briefly speak to the receiving agent.
2. **Cold Transfer:** Click *Transfer* → Select the recipient → Click *Transfer Now* (without speaking to the recipient first). Use this when the receiving agent is available and no context handoff is needed.
3. **Transfer to External Number:** Click *Transfer* → Enter the external phone number → Transfer. Use sparingly.

Can You Transfer Calls from GHL?

GHL does not natively support live call transfers. If you receive a call through a GHL number or are on a GHL-initiated call:

- Take down the caller's name, phone number, and reason for calling
- Post in the appropriate Discord channel (e.g., **#general** for sales, **#customer-support** for billing/CS) tagging the relevant team or person
- Let the caller know someone will call them back within 5-15 minutes

Best Practice

For seamless handoffs:

- Always use **Aircall** for inbound calls when possible — it supports transfers

- Post the client info in Discord **immediately** so no one falls through the cracks
- Use the format: `Name | Phone | Reason | Urgency`

Related Pages

- [Call Handling](#)

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