



Transfer an Outdial Call to a Queue

This feature enables the agent to make an outbound call from the Agent Desktop. After the conversation with a customer, the agent can transfer the call to another queue in the contact center.

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Map the Outdial Transfer to Queue Entry Point to a DN

To map the Outdial Transfer to Queue entry point to a DN:

Procedure

Step 1 Choose the **Outdial Transfer to Queue** entry point from the **Entry Point** drop-down list when you [Map an Entry Point](#).

Step 2 Save the mapping.

The agent can now use this mapping on the Agent Desktop to transfer an outbound call.

Transfer an Outdial Call to a Queue on the Agent Desktop

To transfer an outdial call to a queue:

Procedure

Step 1 From the Agent Desktop, make an outbound call. For more information, see the section on how to make aboutbound call in [Cisco Webex Contact Center Agent Desktop User Guide](#).

Step 2 After the conversation, transfer the call to the configured queue. For more information, see the section on how to transfer a call to a different queue in [Cisco Webex Contact Center Agent Desktop User Guide](#).

View Agent Outdial Statistics Report

To view the Agent Outdial Statistics report:

Procedure

- Step 1** From the Analyzer portal, click **Visualization**.
- Step 2** Navigate to **Stock Reports > Historical Reports > Agent Reports**. For more information, see the section on agnt outdial statistics in the [Cisco Webex Contact Center Customer Journey Analyzer User Guide](#).
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