Transferring a Chat

Follow these steps when you find it necessary to transfer a chat to a Teletech customer service agent.

1) While in an active chat, click on the phone transfer icon on the top of the screen:

   ![Transfer pop up screen](image)

   The transfer pop up screen will open:

   ![Transfer pop up screen](image)

2) Click on the word “skills” at the top to be taken to a drop down menu like this:

   ![Transfer dropdown menu](image)

   Choose the “GenQs” skill and click on the word transfer. It doesn’t matter what number is in front of the word GenQs.