

## **IQ vs IVR - Transfer activity difference**

### **INFORMATION**

#### **Basic process**

Neither IQ nor IVR has a true 'blind' transfer event.

When set to a blind transfer, the system puts the caller on hold, and dials the destination separately. Once it receives any event to confirm that the other end is there (ie: ringing, answer, etc.) it completes the transfer. We refer to this as a 'blind' transfer because the port does not wait for the call to be answered, only an event indicating that the destination is functioning.

#### **Ringbacks and recall timers**

The most notable difference between IQ and IVR in regards to transfer activities is how we handle ringback or recall timer events. IQ will attempt to ring back the port hunt group, where IVR looks for the originating source.

For example:

1. A call is made in to a site, and is answered by a receptionist.
2. The receptionist transfers the call to a Hunt Group for IQ/IVR
3. IQ/IVR processes the call and sends it to a queue.
4. The queue rings and is not answered long enough for the recall timer to trigger.
5. Here, the behavior differs:
  - **IQ:** When a recall timer expires, the call is returned to the IQ port Hunt Group. As such the call is returned to the IQ menu to be processed again.
  - **IVR:** When a recall timer expires, the call tries to return to the receptionist, and not the Hunt Group.

### **APPLIES TO**

IQ and IVR, all versions

**Keywords:** IQ intelligent queue IVR VWM transfer blind recall timer ringback

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