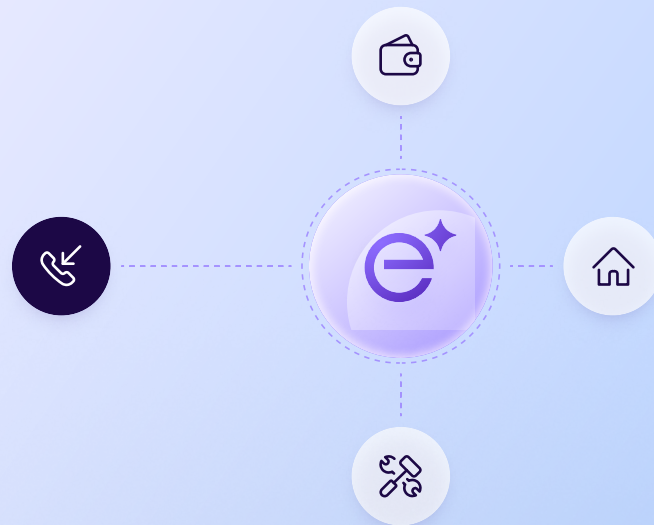# VoiceAI Transfer Pick-Up

Confidently Connect with Callers

When your VoiceAI needs to transfer a call, it will use the teams, responsibilities, and routing plan in your VoiceHub to connect the caller with the right person. If your team is unavailable to take the call, your VoiceAI will reconnect to take a message and provide additional assistance. This is used for the forward transfer option only, and not escalations.
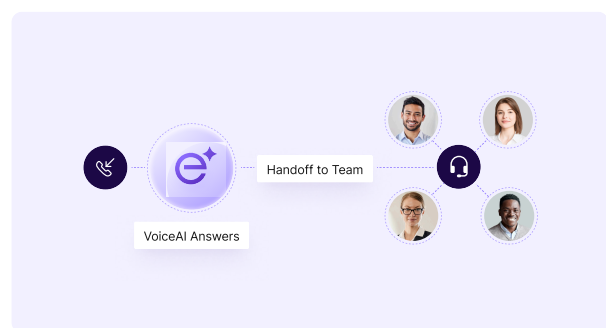

Transfer Initiated

Your VoiceAI will initiate a transfer if a caller requests to talk to your team, or when it encounters a question it cannot answer and needs assistance. Calls will be transferred based on the teams, responsibilities, and routing plans in VoiceHub.
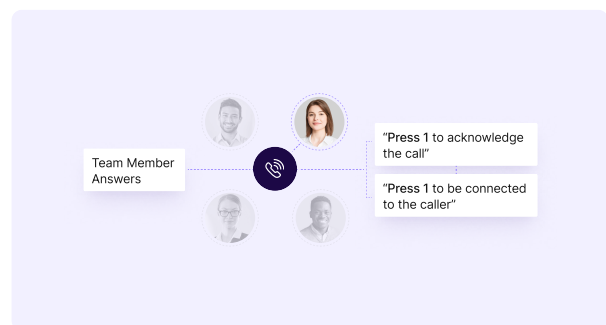

Transfer Accepted

The transferred call will ring for 15 seconds minimum, which is configurable. When a team member picks up, they will hear "press 1 to acknowledge the call" up to three times. Press 1 to be connected to the caller.
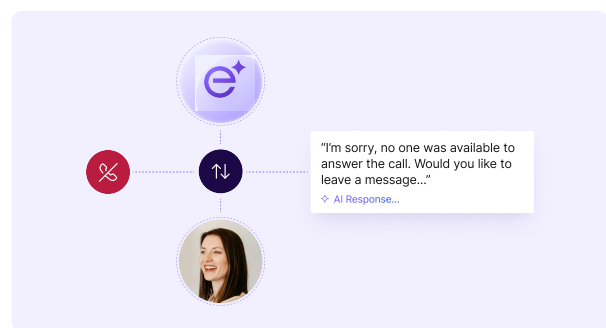
Transfer Rejected

If the call goes unanswered, or no one acknowledges the transfer by pressing 1, your VoiceAI will reconnect with the caller and state, "I'm sorry, no one was available to answer the call. Would you like to leave a message for a colleague or is there anything else I can assist you with directly?"
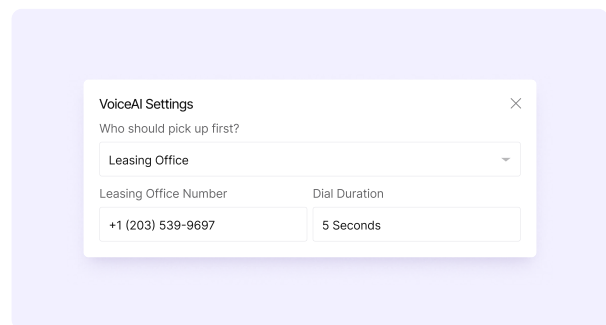
Additional Settings

Call settings and transfer options are managed in the VoiceHub. The dial duration defaults to 15 seconds minimum and can be configured in the Settings section section of the VoiceHub.

Elise AI

Please reach out to support@meetelise.com with questions or issues.