

# Transfer call report

Add the new fields TransferType and TransferUniqueld to the standard report about the transferred calls.

Add two new metrics: **TransferType** and **TransferUniqueld**:

## Transfer Type

General Query Help

**General Settings**

Field	Value
Name	<a href="#">Transfer Type</a>
Description	<i>Empty</i>
Tables for Join	<a href="#">call_log</a>

## Transfer Type

General Query Help

**Query (Update at )**

1	<a href="#">call_log.transfertype</a>
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## Transfer Uniqueld

General Query Help

**General Settings**

Field	Value
Name	<a href="#">Transfer Uniqueld</a>
Description	<i>Empty</i>
Tables for Join	<a href="#">call_log</a>

## Transfer Uniqueld

General Query Help

**Query (Update at )**

1	<a href="#">call_log.transferuniqueid</a>
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Go to the **Reports** section, and open the report **Transferred** under Analytic/Queue Stats/Answered

Add the fields from the **metrics picklist**

# Query Designer

Result columns    Select records where    Group columns by    Sort columns by

- ✕ Orig call date ▾ AS Orig call date
- ✕ Orig call time ▾ AS Orig call time
- ✕ Uniqueid ▾ AS Uniqueid
- ✕ Queue name ▾ AS Queue name
- ✕ Agent name ▾ AS Agent name
- ✕ Callerid ▾ AS Callerid
- ✕ Hold time ▾ AS Hold time
- ✕ Ring time ▾ AS Ring time
- ✕ Transfer Extension ▾ AS Transfer Extension
- ✕ Transfer Context ▾ AS Transfer Context
- ✕ Transfer Type ▾ AS Transfer Type
- ✕ Transfer Uniqueid ▾ AS Transfer Uniqueid

Click to add new column ▾

Now you are ready to get the information about the transferred calls.

Table

Records per page: 1000 [Extract all rows](#)

Search:

Orig call date	Orig call time	Uniqueid	Queue name	Agent name	Callerid	Hold time	Ring time	Transfer Extension	Transfer Context	Transfer Type	Transfer Uniqueid
2016-05-31	14:51:45	1464699105.22	Support	john.doe	347[REDACTED]	3	3	6000	from-sip	Attended	1464699122.25
2016-05-31	14:50:19	1464699006.18	Support	john.doe	347[REDACTED]	4	3	6000	from-sip	Blind	1464699006.18
2016-05-31	14:49:23	1464698963.14	Support	john.doe	347[REDACTED]	3	3	1099	from-sip	Attended	1464698972.16
2016-05-31	14:49:02	1464698923.11	Support	john.doe	347[REDACTED]	3	2	1099	from-sip	Blind	1464698923.11