

CID for Trunk Call Transfer

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Feature first available:

iPECS Cloud update 26-04

License Required:

Any iPECS user package

Description:

This feature controls the Caller ID presented on outbound trunk calls when an external call is transferred to another external number.

Programming:

Customer Manager Portal > Users > User Setup -> (selected user) -> Feature -> CID for Trunk Call Transfer

1. Click Modify.
2. Select either 'Transferring Number' or 'Transferred Number'
 - Transferring Number will use the active Outgoing Caller ID in use for this User account.
 - Transferred Number will use the Caller ID from the external caller being transferred.
3. Click Save

Usage:

This feature is typically used when transferring customers to an external partner or after hours service so as to identify initial caller and not the transferring company.