

# Calls for Specific Employees Article no. 1698

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## Resolution Steps

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Call routing does **not** facilitate inbound transfers to specific employees within the Call Center

- Personal calls can **not** be directed to employees
- In case of an **emergency**, please **contact the Control Desk**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=334>