

SimboVara Workflow Customization: Set Transfer Timeout - Admin Panel

Purpose

Control how long Copilot waits while attempting a live transfer before it stops trying.

Behavior

- After the timeout, Copilot returns to the caller and takes a message if the transfer did not connect.

Steps

1. Find **Transfer Timeout**.
2. Enter the number of seconds to wait, for example 30.
3. Click **Save**.

Tips and Good practices

- Choose a timeout that matches your phone system. Longer timeouts can feel slow to callers.

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