

Call Park

Overview

The Call Park feature allows users to park calls against a dialed extension. The call can then be retrieved from that extension using any phone in the office.

Call Park capabilities include:

- Enable Feature Access Code (FAC) *68 plus a desired extension to Park Calls to another user seat
- Enable FAC *88 plus the extension to retrieve the parked call
- Provide an audio indication to the recall user to notify of a reverted call
- Recall setting options:
 - *Recall timer* - Defines the amount of time a call will stay parked (30-600 seconds, default: 45) before it is reverted to the parking user or alternate recall user.
 - *Alternate recall user* - Enables the reverted call to be routed to a hunt group instead of the original parking user either directly or after the recall user has been reattempted.

Feature Operation

To park a call, the parking user puts an active call on hold and enters the feature access code (FAC) *68. When prompted, the parking user then dials the extension the call is to be parked against.

The parked caller is placed on hold until a member retrieves the parked call using FAC *88 (plus extension) from the extension it was parked against. If the parked call is not retrieved within the provisioned recall time, the parked call is retrieved and presented to the user that originally parked the call or an alternate recall user. The recall user is a Call Park setting and is configurable.

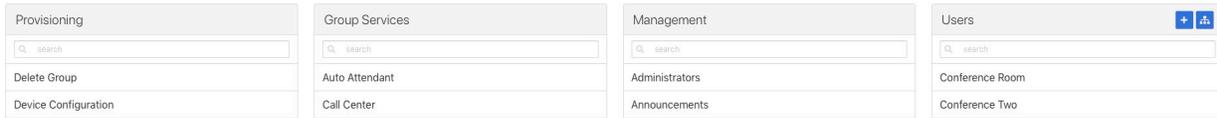
If the call is recalled, the parking user will receive both an audio notification through an optional distinctive ring and a visual notification through the phone display noting it is a “recall” type of call.

If the parking user’s line appears on other phones as shared or monitored, these phones also will be notified of the reverted calls as well as shown in the receptionist client.

Feature Setup

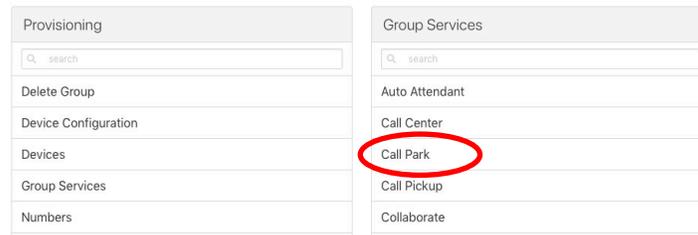
1. Go to the group admin dashboard.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



2. Go to the **Call Park** service.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



3. Click the gear icon to adjust recall settings.



4. Set desired recall settings.

- **Alternate Recall User** - Chooses a hunt group to recall calls to a group of people
- **Recall To** - Determines whether calls are recalled to the parking user, alternate recall user, or both
- **Display Timer** - Determines how long the phone will show details about the completed parking operation
- **Destination Announcement** - Toggles whether the parking user receives an audio announcement announcing the parking destination
- **Recall Ring Pattern** - Can be used to set an alternate ring pattern for recalled calls

- *Recall Timer* - How long a call will stay parked before being recalled to the parking user (30-600 seconds, default: 45)
- *Alternate user Recall Timer* - How long a call will stay parked before being recalled to the alternate recall user

Edit Settings ✕

Alternate Recall User
 ⋮

Recall To
 ▾

Display Timer
 ⊞

Destination Announcement
 Enable Destination Announcement

Recall Ring Pattern
 ▾

Recall Timer
 ⊞

Alternate User Recall Timer
 ⊞

5. Click **Save** to retain changes.