

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) *90 (plus a desired extension) to Park Calls to another user seat.
- Enable FAC *90 plus the extension to retrieve the parked call.
- Provide an audio indication to the recall user to notify of a recalled call.
- Recall setting options:
 - Recall timer - Defines the amount of time a call will stay parked (30-600 seconds, default: 45) before it is recalled to the parking user or alternate recall user.
 - Alternate recall user - Enables the recalled 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 picks an active call on hold and enters the feature access code (FAC) *90. 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 *90 (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 call is recalled, the parking user on other phones as shared or mentioned, these phones also will be notified of the recalled calls as well as shown in the receptionist client.