Call Park

301 Darren M Mon, Feb 15, 2021 Site / Company Features 1604

Call Park

Description

The Call Park feature allows a User to suspend, or 'park', a call for an extended period of time. During this time, the User can freely make and receive other calls and invoke other features without limitation. When ready, the User can retrieve the parked call from any extension.

Function

Function-General

The Call Park feature allows Users to park a call against an extension so that any member of the group can retrieve it with the Call Park Retrieve function.

A call can be parked against any User of the Site, including the User who parks the call.

However, a User can only have one call parked at a time. To park a call, the User, depending on the device being used, presses the flash hook or hold key, during an active call. They then dial the Call Park Feature Access Code, after which the User is prompted to enter an extension number and then the call is parked. If no number is entered and the User hangs up immediately after dialling the Feature Access Code, the call is parked against the User's extension. Once a call is parked, it no longer appears on the User's device or Toolbar and the User can hang up and/or perform other telephone tasks. While parked, the parked caller hears the Music on Hold configured for that Site.

To retrieve a parked call, from any phone within the Site, a User dials the Call Park Retrieve Feature Access Code. The User is prompted to enter the extension number where the call to be retrieved is parked, followed by #. On entering the number, the User is reconnected to the parked caller. If no number is dialled after the Feature Access Code, the User is reconnected to the call parked against their own extension.

To retrieve calls parked against their own extension, a User will enter the Call Park Retrieve Feature Access Code followed by the #, or wait for the inter-digit timeout, or

enter their own extension. A 45-second timer is started when a User parks a call. If the timer expires before the parked call is retrieved, IC-Talk 3 determines if the User who parked the call is idle. If so, the User who parked the call is alerted and the call appears on the parking party's Toolbar as a held call and the User's phone is rung (if on-hook). The behaviour is similar to hold recall.

If the User who parked the call is not idle, the timer is restarted for 10 seconds and the call remains parked. This procedure is repeated until the User who parked the call can be alerted or the parked call is retrieved or disconnected.

Limiting Conditions

If no Music On Hold is configured for the Site of the User parking the call, the parked caller will hear silence. When a call is parked against an extension there is no visual indication on the device or Toolbar.

Configuration

If the Call Park Feature is included in your Feature Package there is no further configuration required.

Online URL: https://kb2.ic.uk/article.php?id=301