

# Group 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) #58 to Park Calls to a Group
- 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
- Hunting-type search pattern to find first available Call Park group member based on defined sequential order
- Recall setting options:
  - *Recall timer* - Defines the amount of time a call will stay parked 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 to a group, the parking user puts an active call on hold and enters the feature access code (FAC) #58. The call park group service automatically hunts for the first available member of the Call Park group to park the call against. The Group Call Park feature always starts at the first assigned member. When a member is available and the call is parked against that member, the caller parking the call will receive an announcement with the extension of the member the call is parked against. The parking user may then announce or page the parked against user that a call has been parked against their extension.

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 group setting and is configurable.

Call Park provides a unique notification of parked calls for the group members to differentiate from normal calls.

## Parking user



After a user parks a call against the Call Park group, they will receive an announcement with the extension of the group member the call is parked against. 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

<b>Provisioning</b> <input type="text" value="search"/> Delete Group Device Configuration	<b>Group Services</b> <input type="text" value="search"/> Auto Attendant Call Center	<b>Management</b> <input type="text" value="search"/> Administrators Announcements	<b>Users</b>   <input type="text" value="search"/> Conference Room Conference Two
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2. Go to the **Call Park** service.

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

<b>Provisioning</b> <input type="text" value="search"/> Delete Group Device Configuration Devices Group Services Numbers	<b>Group Services</b> <input type="text" value="search"/> Auto Attendant Call Center <b>Call Park</b> Call Pickup Collaborate
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3. Click the gear icon to adjust recall settings.

<b>Settings</b> 	
Alternate Recall User	
Recall To	Parking User Only
Display Timer	5 seconds
Enable Destination Announcement	✓
Recall Ring Pattern	Normal
Recall Timer	45 seconds
Alternate User Recall Timer	45 seconds

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
- *Alternate User Recall Timer* - How long a call will stay parked before being recalled to the alternate recall user

Edit Settings ✕

Alternate Recall User  
No User Selected ⋮

Recall To  
Parking User Only ▾

Display Timer  
5 ⊖ ⊕

Destination Announcement  
 Enable Destination Announcement

Recall Ring Pattern  
Normal ▾

Recall Timer  
45 ⊖ ⊕

Alternate User Recall Timer  
45 ⊖ ⊕

Cancel Save

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

## Add an additional Group

1. Click the plus icon to set up a new group.

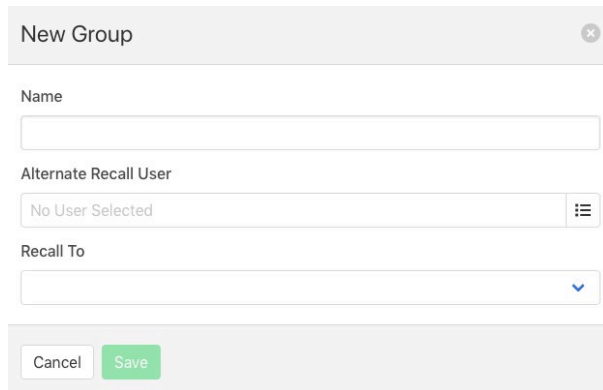


Groups

search

Name  
Parking Lot

2. Set group-specific recall settings.



New Group

Name

Alternate Recall User  
No User Selected

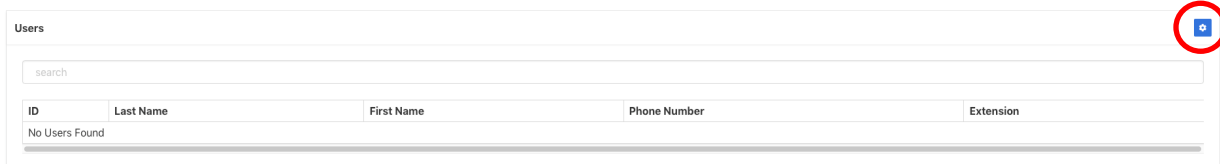
Recall To

Cancel Save

3. Click **Save** to retain changes.

## Configure Users

1. Click the gear icon to configure users.

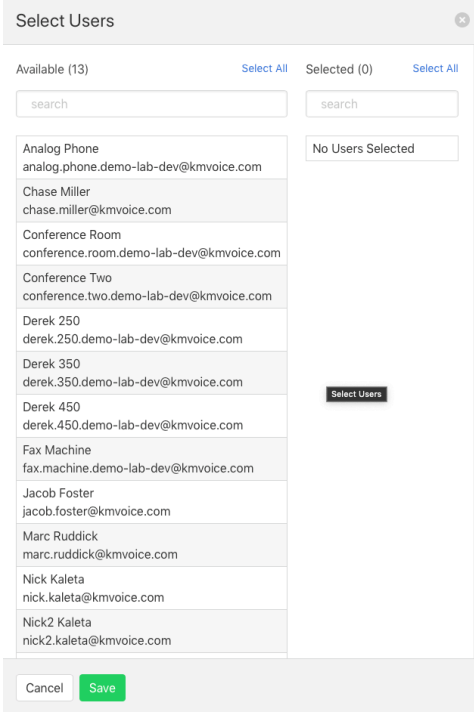


Users

search

ID	Last Name	First Name	Phone Number	Extension
No Users Found				

2. Click on an available user to add or remove them from the Selected list.



Select Users

Available (13) [Select All](#) Selected (0) [Select All](#)

search search

Analog Phone analog.phone.demo-lab-dev@kmvoice.com	No Users Selected
Chase Miller chase.miller@kmvoice.com	
Conference Room conference.room.demo-lab-dev@kmvoice.com	
Conference Two conference.two.demo-lab-dev@kmvoice.com	
Derek 250 derek.250.demo-lab-dev@kmvoice.com	
Derek 350 derek.350.demo-lab-dev@kmvoice.com	
Derek 450 derek.450.demo-lab-dev@kmvoice.com	
Fax Machine fax.machine.demo-lab-dev@kmvoice.com	
Jacob Foster jacob.foster@kmvoice.com	
Marc Ruddick marc.ruddick@kmvoice.com	
Nick Kaleta nick.kaleta@kmvoice.com	
Nick2 Kaleta nick2.kaleta@kmvoice.com	

Cancel Save

3. Click **Save** to retain changes.