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## Feature Overview

The Group Call Park feature allows a defined group user to park a call against other available members of a Call Park group which may be picked up by other members of the group at their phone.

Group Call Park capabilities include:

- Enables Feature Access Code (FAC) \*58 to Park Calls to a Group
- Enables FAC \*88 plus the extension to retrieve the parked call
- Provide a visual indication that a call is parked against an extension for 5 seconds to distinguish between a reverted call and a new call
- Provides an audio indication to the recall user to notify of the reverted call
- Hunting-type search pattern to find first available Call Park group member based on defined sequential order
- Recall setting options:
  - o Recall timer which defines the amount of time a call will stay parked before it is reverted to the parking user or alternate recall user.
  - o 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 Prerequisites/Restrictions

- Group Call Park is a Site level feature which included in all Hosted PBX, no order is required
- Valid Call Park station types are Premium User, Standard User, Hosted Square Key, and Conference Room
- A user can only be assigned to one Call Park group
- A Call Park group may only have users from same Site
- A Site may have multiple Call Park groups
- Call Park Group names must be unique

## Feature Operation

When the Group Call Park feature access code (FAC) \*58 is used the call park group 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 “parked” caller is placed on hold until a member retrieves the parked call using \*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 by default but can be configured to not show the reverted calls in My Site.

- Parked Against user: A visual indication is shown when a call is parked against an extension

## Feature Setup

**Step 1. Go to My Site**

**Step 2. Select the appropriate Site to configure**

**Step 3. Go to Site Services**

The screenshot shows the 'My Site' dashboard. At the top, there is a navigation bar with links: Home, My Profile, Orders, Account Admin, My Numbers, My Site (highlighted), and My Reports. Below this, there is a search bar and a welcome message: 'Welcome Meet-Me Test Customer!'. The main content area has a tabbed interface with the following tabs: Phone Assignment, Device Management, Site Services (circled in red), User Features, Call History, and Notes. A red arrow points from the 'Site Services' tab to a callout box that says '1 Select "Site Services"'. The 'Site Services' tab is active, displaying a 'Welcome to the Site Dashboard' message and a list of tasks: Phone Assignment, Device Management, Site Services, User Features, Call History, and Notes. The 'Site Services' task description reads: 'Configure and manage available site services like Auto Attendants, Hunt Groups, Call Queues, Toll Free Numbers, etc.'

**Step 4. Select the Group Call Park button along the left hand side**



# Group Call Park

BPS (13845)

BPS 4111 S Darlington Ave Tulsa, OK 74135-6348 USA QA build - Release - 14.1.#, Build 12.05.2013\_1550

Phone Assignment Device Management Site Services User Features Call History Notes

Call Center Voice Portal Schedule Office Anywhere Lead Numbers Outbound Calling Conferencing **Park/Pickup**

Select a row and click the configure button to change the Call Center settings.

| Call Center Name | Lead Phone #   | Extension | Policy  | Active                              |
|------------------|----------------|-----------|---------|-------------------------------------|
| 9184923013       | (918) 492-3013 | 3013      | Regular | <input checked="" type="checkbox"/> |

Configuration

1 Select "Park/Pickup"

Then select the *Park* tab.

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Phone Assignment Device Management Site Services User Features Call History Notes

Hunt Group **Park** Pickup

You use this section to configure Call Park settings for your site and to manage Call Park groups and Call Pickup groups.

The Call Park service allows users to park a call against a member of their site, so that any member of the site can retrieve it using the Call Park Retrieve function. The Call Park feature provides a hunting mechanism so that when parking a call, the service hunts for an available user in the parking user's Call Park group as a user can be assigned to only one Call Park group.

The Call Pickup service allows users to answer a call that is ringing at another extension within their call pickup group. If more than one phone within the group is ringing, the phone that has been ringing the longest is the one that gets picked up. Once a call is picked up from another extension, the extension that was ringing is free to receive other calls. After Call Pickup has been configured by an administrator, it is used by dialing the feature access code assigned for this service.

1 Select "Park"

## Step 5. Configure the Call Park Group

### 1. Configure Global Settings

Call Park Global Settings

Recall to:

Hunt Group Selection:

All Parked Calls Settings

Ring Pattern for Recalled Calls:

Recall Timer (secs):

Alert Hunt Group Wait Time (secs):

Apply



Global Call Park Settings set a default and apply to all Call Park groups created. When individual Call Park groups are created, these settings can be overridden.

A. Recall To:

- a. Alert parking user only – If a parked call is not picked up, it is reverted back to the person that parked the call after the Recall Timer has lapsed based on the configured recall time. If the parking user does not pick-up the reverted call and the Recall timer lapses again, the parking user is attempted again in 10 seconds.
- b. Alert parking user first, then Hunt Group – If a parked call is not picked up, it is reverted back to the person that parked the call after the Recall Timer has lapsed based on the configured recall time. If the parking user does not pick-up the reverted call in the set time (Alert Hunt Group Wait Time), the call will be forwarded to the selected Hunt Group. The call will then follow the hunt group routing and not be reverted. (This option is only available if a Hunt Group has been ordered and configured)
- c. Alert Hunt Group only – If a parked call is not picked up call in the set time (Alert Hunt Group Wait Time), the call will be forwarded to the selected Hunt Group. The call will then follow the hunt group routing and not be reverted. (This option is only available if a Hunt Group has been ordered and configured)

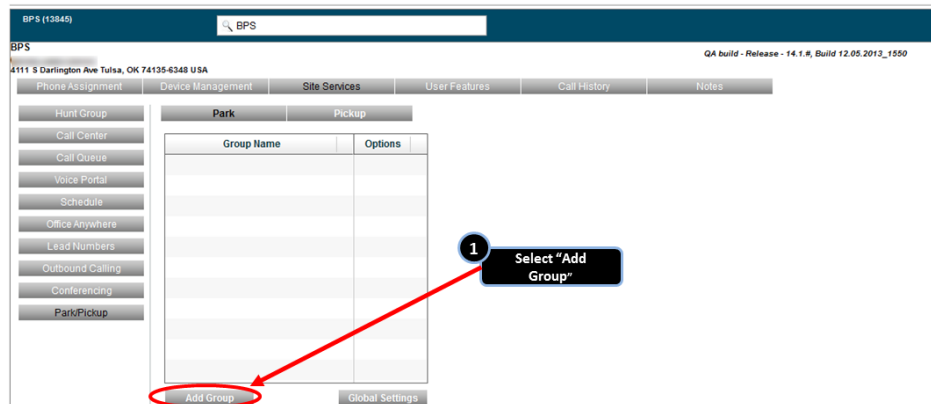
B. Hunt Group Selection – If Hunt Groups are available and configured, select a Hunt Group to send parked calls that are not answered. If no Hunt Groups are configured, there will be no Hunt Groups to select.

C. Ring Pattern for Recalled Calls – Enables the ringing for reverted parked calls to have a distinctive ring to differentiate it from other types of calls.

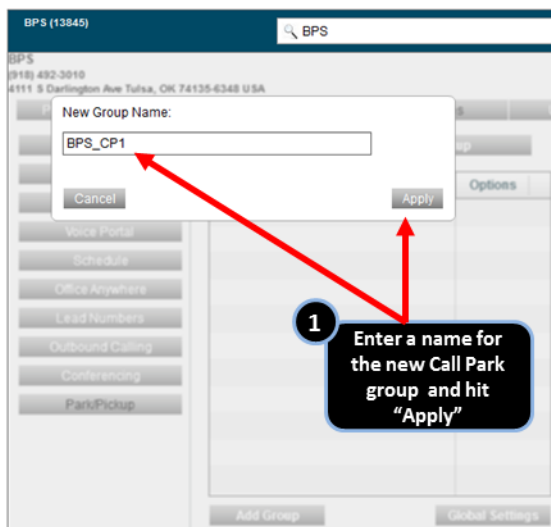
D. Recall Timer (secs) – Sets the time in seconds that a parked call will remain parked before it is reverted to the parking user.

E. Alert Hunt Group Wait Time (secs) - Sets the time in seconds that a parked call will remain parked before it is reverted to the Hunt group.

## 2. Add a Call Park Group



## 3. Name the Call Park Group



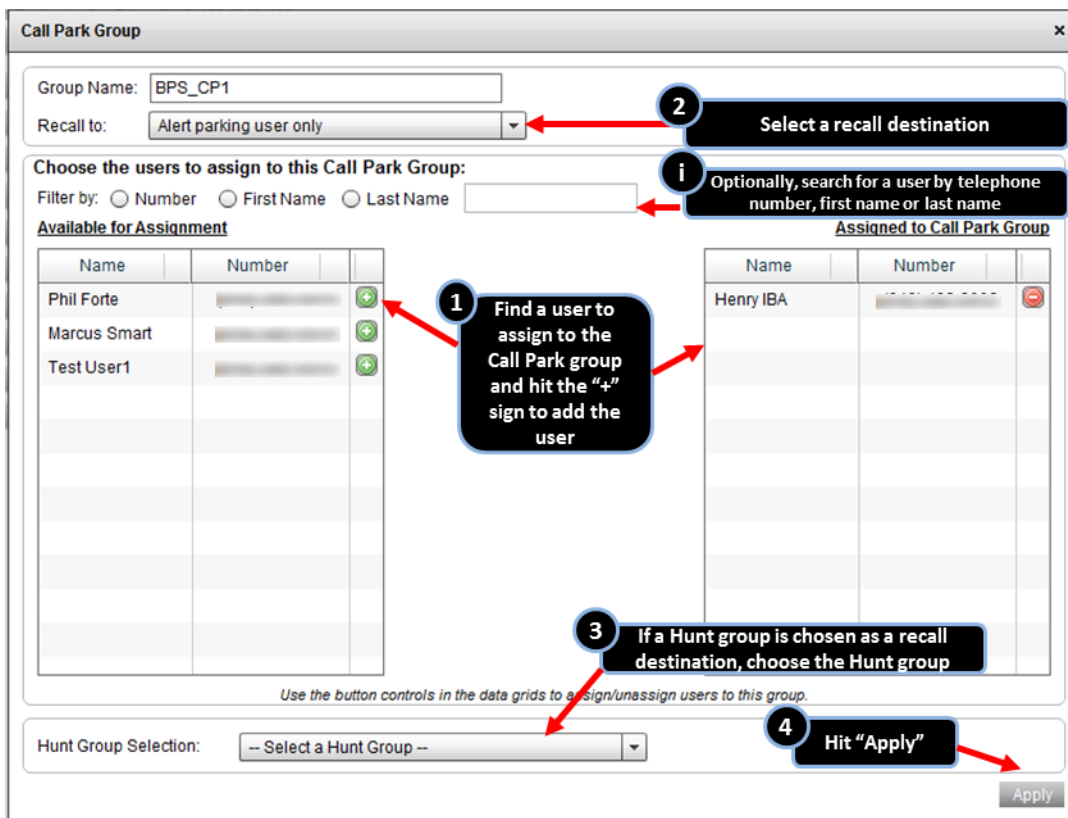
New Group Name:

BPS\_CP1

Cancel Apply

**1** Enter a name for the new Call Park group and hit "Apply"

## 4. Assign Members to the Call Park Group and recall settings for a specific Hunt Group



Call Park Group

Group Name: BPS\_CP1

Recall to: Alert parking user only

**2** Select a recall destination

Choose the users to assign to this Call Park Group:

Filter by: ☐ Number ☐ First Name ☐ Last Name

**i** Optionally, search for a user by telephone number, first name or last name

**1** Find a user to assign to the Call Park group and hit the "+" sign to add the user

**3** If a Hunt group is chosen as a recall destination, choose the Hunt group

**4** Hit "Apply"

Available for Assignment

| Name         | Number |   |
|--------------|--------|---|
| Phil Forte   |        | + |
| Marcus Smart |        | + |
| Test User1   |        | + |

Assigned to Call Park Group

| Name      | Number |   |
|-----------|--------|---|
| Henry IBA |        | - |

Use the button controls in the data grids to assign/unassign users to this group.

Hunt Group Selection: -- Select a Hunt Group --

Apply



## 5. Editing Call Park Groups

BPS (13845)

BPS

BPS

4111 S Darlington Ave Tulsa, OK 74135-6348 USA

Phone AssignmentDevice ManagementSite ServicesUS

Hunt Group

Call Center

Call Queue

Voice Portal

Schedule

Office Anywhere



Lead Numbers

Outbound Calling

Conferencing

Park/Pickup

ParkPickup

| Group Name | Options   |
|------------|---|
| BPS_CP1    |   |
|            |   |
|            |   |
|            |   |
|            |   |
|            |   |
|            |   |
|            |   |
|            |   |
|            |   |

1

Hit the pencil icon to modify the Call Park Group

Add Group

Global Settings



# Group Call Park

**Call Park Group**

Group Name:

Recall to:

**Choose the users to assign to this Call Park Group:**

Filter by: ☐ Number ☐ First Name ☐ Last Name

Available for Assignment

| Name         | Number |   |
|--------------|--------|---|
| Phil Forte   |        | + |
| Marcus Smart |        | + |
| Test User1   |        | + |
|              |        |   |
|              |        |   |
|              |        |   |
|              |        |   |
|              |        |   |
|              |        |   |
|              |        |   |

**Assigned to Call Park Group**

| Name      | Number |   |
|-----------|--------|---|
| Henry IBA |        | - |
|           |        |   |
|           |        |   |
|           |        |   |
|           |        |   |
|           |        |   |
|           |        |   |
|           |        |   |
|           |        |   |

**1** Find a user to add to the Call Park group and hit the "+" sign to add the user

**2** Change the recall destination

**3** If a Hunt group is chosen as a recall destination, choose a new Hunt group

**4** To remove a user from the Call Park Group, hit the "-" sign

**5** Hit "Apply"

Use the button controls in the data grids to assign/unassign users to this group.

Hunt Group Selection: