



Call Parking

Santiago Garcia - 2024-07-22 - Advanced

Call Parking

Call park is a feature that allows a person to place a call to a '*parking bay*' enabling a coworker to retrieve the call from alternate phone, or BLF presence key. The parking bay is usually set against the main number, enabling the parked call to be returned to the main number if it exceeds the allocated parking bay time.

In the example below we have enabled Call Parking on the customers main phone number 1-760-68-8100. The customer can set 10 parking slots.

The screenshot shows a configuration window titled "Call Parking" with a toggle switch in the top right corner. The window contains the following fields:

- First extension:** A dropdown menu with the value "700".
- Parking slots:** A text input field with "10" and a "slots" label to its right.
- Parking Time:** A text input field with "120" and a "sec" label to its right.
- Return call to:** A dropdown menu with the value "The number that parked".
- Group:** A text input field with the value "Default".

At the bottom of the window are two buttons: "CANCEL" and "SAVE".

Pete L and Rajesh's Yealink phones have been programmed to use Line 3 and LineKey 4 for Parking Bays 1 & 2 (see) Setup Call Parking below.



How to set up Call Parking

1. Select Switchboard | Select your number.
2. Select Advanced | Call Parking.
3. Add how many Parking slots you'd like to have, e.g 10.
4. Add the Parking Time, e.g 240 sec.
5. Set up the Return Call to a specific number or to the number that parked the call.
6. The group goes by default.
7. Click Save to update your settings.

Park a call and send it to a Specific Bay

One of the options we have to set up Call Parking is when you park a call to be taken on a specific park bay.

The Call Park garages required a ***1 short code** to call the bays. In the example above, we therefore must assign ***1701** and ***1702** for Parking 1 and Parking 2 respectively.

Now that you have set up the Call Parking feature, choose one of the two options to configure on your handset to park and retrieve calls.

How to Park and Retrieve calls - Specific Bay

- **To park** the call and send it specifically for Bay 2, press BFL Bay 2 on your handset or dial *1702. (NB - the Parking Attendant will confirm your parking slot).
- **To retrieve** the call from Bay 2, press BFL Bay 2 on your handset or dial *1702.

Yealink Device Provisioning

Using our Device Provisioning simplifies the process for enabling Call Parking onto any Yealink phone provisioned with our device provisioning.

| LINE | TYPE | NUMBER | LINE NAME | | |
|------------|-----------|-------------|------------|--------|--|
| Line Key 1 | Number | 17605588991 | Myles | Line 1 | |
| Line Key 2 | BLF | 17605588992 | Dispatch 1 | Line 1 | |
| Line Key 3 | BLF | 17605588993 | Dispatch 2 | Line 1 | |
| Line Key 4 | BLF | 17605588994 | BreakRoom | Line 1 | |
| Line Key 5 | BLF | 17605588990 | Julie | Line 1 | |
| Line Key 6 | Call Park | *1701 | Parking 1 | Line 1 | |
| Line Key 7 | Call Park | *1702 | Parking 2 | Line 1 | |

+ Add line

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