

# Pick up a Call

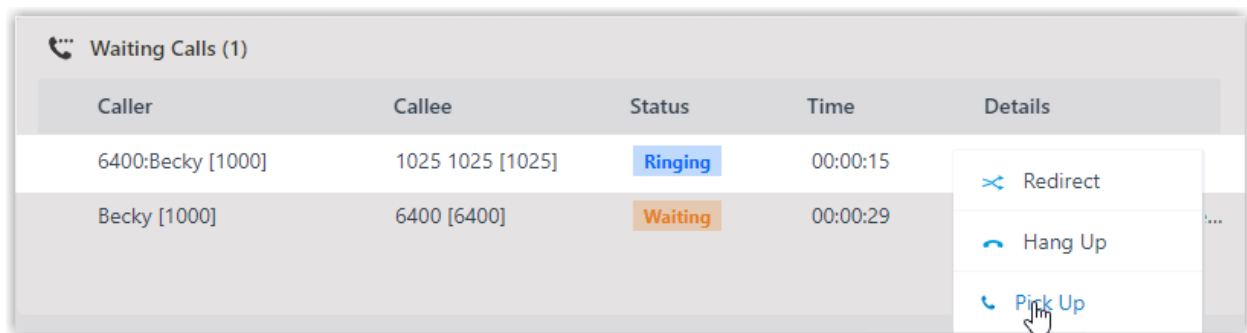
If a call is ringing and has not been answered for a long time, in order to save the callers' user's waiting time, you can pick up the ringing call. This topic describes how to pick up a ringing call.

## Prerequisites

To pick up agents' incoming calls, **allow for picking up or hanging up agents' calls** permission is required.

## Procedure

1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Waiting Calls** panel, hover your mouse over a call that is in Ringing status.
3. Right click the incoming call, and select **Pick Up**.  
The PBX system routes the call to your extension.



Caller	Callee	Status	Time	Details
6400:Becky [1000]	1025 1025 [1025]	Ringing	00:00:15	<a href="#">Redirect</a>
Becky [1000]	6400 [6400]	Waiting	00:00:29	<a href="#">Hang Up</a> <a href="#">Pick Up</a>

4. Answer the call.