

Park a Call

Call parking is a method of holding a call on a phone, so that anyone can retrieve the call on another phone. This topic describes how to park a call.

Prerequisites

To park agents' active calls, **Call parking operation** permission is required.

Procedure

1. In the Linkus Web Client, go to **Queue Panel**.
2. On the **Active Calls** panel, hover your mouse over an answered call.
3. Right click the answered call, and select **Parked**.
4. Select the parked party.

The call is parked on an available parking number. The system puts the parked party's call on hold, and plays a prompt to tell the other party where to retrieve the call.

The screenshot displays the Linkus Web Client interface. At the top, there is a 'Waiting Calls (1)' section. Below it is an 'Active Calls (2)' section with a table. A context menu is open over the second row of the 'Active Calls' table, with the 'Parked' option selected. A tooltip shows 'John Snow [4444]'.

Caller	Callee	Status	Time	Details
6400:Becky [1000]	3333 3333 [3333]	Talking		Internal
6400:John Snow [4444]	1025 1025 [1025]	Talking		Internal