Call management: transfer, park, hold

There are a number of ways to manage or share a call with another employee depending on your requirements and phone configuration. Calls can be transferred using the buttons on the phone set, parked against another user's number using the park button on the phone set, or placed on hold between users with shared call appearance.

Types of call management

Call transfer

All users have the ability to transfer a call from one phone number to another and it is the easiest way to share a call.

Call Transfer enables the user to transfer a call to a specified destination from a phone set or soft client. Call transfers can be blind or with third-party consultation.

Call park

All users have the ability to park calls.

You have the ability to put a call on hold and park it against your own number or on another number. You can then retrieve the call parked on your own number, or retrieve a call parked on another extension, within the Call Park Group.

Call hold

If you have Shared Call Appearance, you have the ability to put a call on hold and have another employee who shares your line pick up the call from their phone using the hold button (Shared Call Appearance is when a phone number is on multiple phone sets). If freeing the line is not required, the call can be put on Hold on one phone set and picked up on the other.

	Transfer	Park	Hold
Available to all users	x	x	
Available to users with shared call appearance	x	x	x
Occupies senders phone line	x		x
Occupies recipients phone line		x	
Soft key button option	x	x	
Phone set button option	x		x
Rings to notify receiver line	x		

Saskatchewan

Call management: transfer and blind transfer

Transfer

You consult with the destination party before transferring the call.

To initiate a Transfer, press the Transfer button and dial the destination number. When the call is answered, you can consult with the add-on party. To transfer the call, press the Transfer button again; this transfers the original caller to the add-on party.

While the call is ringing, the destination party will see the Caller ID of the user transferring the call.

Blind Transfer

You can transfer an active call to a specific destination without consulting the destination party.

To initiate a Blind Call Transfer for an active answered call, press the Blind Transfer button, then dial the destination number. While the call is ringing, the user hangs up. The original caller hears ringing and is connected to the destination party, if the party answers the phone.

While the call is ringing, the destination party will see the Caller ID of the original caller.

When on a call, the phone set soft keys will provide the option to Transfer or BlindXfer a call. You will be required to enter the 10-digit phone number or press the quick dial keys if the destination party is programmed as a Busy Lamp on your phone set. You can also user the Transfer button on the phone set.

If you need help with any of the information in this document, or if you have any type of telephone related questions, please contact the Telephone Coordinator for your Ministry or Agency.

Park a call

To park a call during an established call, press the Park button, after which you will be prompted to enter a 10-digit phone number and then the call is parked. If no number is entered and the user hangs up immediately after pressing the Park button, the call is parked against the user's line.

While parked, the parked party hears the hold music configured for that group. If no hold music is configured for the group, the parked party hears silence.

Unpark a Call

To retrieve a parked call, press the Unpark button. You will be connected to the parked party.

A group configurable recall timer is started when you park a call. If the timer expires before the parked call is retrieved, IBC determines whether the parking party is idle. If it is idle, the parking party is alerted and the user's phone is rung. If the parking party is not idle, the timer is restarted for 10 seconds and the call remains parked. This procedure is repeated until the parking party can be alerted or the parked call is retrieved or released.

When a parked call is recalled, the user is provided with an audio (ring) and visual (on phone screen) indication to be able to distinguish between a reverted call and a new call.

When on a call, the phone set soft keys will provide the option to Park a call against the user's own number or another user. You will be required to enter the 10-digit phone number or press the quick dial keys if the destination party is programmed as a Busy Lamp on your phone set. The phone where the call was parked to will have the line turn from green to red.

To retrieve a parked call, use the Unpark soft key and enter your 10-digit phone number. You will be connected to the parked call.

Call hold

For Shared Call Appearance scenarios, Call Park and Unpark can be used to pass calls between users if there is a need to free up the line.

If freeing the line is not required, the call can be put on Hold on one set and picked up on the other.

When on a call, press the Hold button on the phone set. The call will be placed on hold and allow another user with that phone line to pick up the call by selecting the quick dial button for that line and removing the call from hold by pressing the Hold button.