

# Call parking and busy queue



## Park a call

*Shortcut: Ctrl + Shift + P*

Call parking is a feature where the agent puts a call on a special kind of hold from where it can be picked up by any other agent.

To put a ongoing call on hold, select it and click the Park button. You can also right-click the call and choose Park Call from the context menu.

Alternatively, you can drag the call and drop it on the *Parked Calls* tab (inside the calls-related pane) to immediately park the call.

## Pick up a parked call

To retrieve a parked call, go to the *Parked Calls* tab and double click on the parked call which you want to retrieve. Alternatively, you can dial the park number which can be found in the *Parked Calls* tab next to the corresponding call.



## Busy queue

*Shortcut: Ctrl + Shift + W*

If you want to redirect a call to an agent whose phone is currently busy, you can place the call in the agent's busy queue. The call will be on hold until the agent is available: once the agent ends the current call, he will be connected to the call in the busy queue immediately.

You can also put a call on the busy queue by right-clicking it and choosing Put Call on Busy Queue from the context menu. Alternatively, drag the call while holding the Shift key and drop it on the *Busy Queue* tab in the calls-related pane.

Once you put the call on the busy queue, it will appear in the *Busy Queue* tab in the calls-related pane. Here, the agent can see all calls he put on the busy queue, and if he has permission to see other agents' queued calls, they will be visible in the list as well.

If you redirect a call to an agent who is currently in a call or conference, the redirected call is placed automatically in the agent's busy queue as well. The answer will not be disturbed during the call and will get connected to the transferred call in the busy queue once the previous call has ended.

Any call can be picked up by double-clicking it.