



WESTCOAST CLOUD VOICE
powered by Blueface



CALL PARKING GUIDE

CALL PARKING

Park allows you to create a callflow that sends a call to a single defined call parking space (a static park) or to one of a range of call parking spaces (a dynamic park). The former can be thought of as a single parking space, while the latter can be thought of as a parking lot.

When a call is sent to a parking space, the call is placed on hold, and will remain on the extension number linked to the parking space until a user dials in to that extension to retrieve the call.

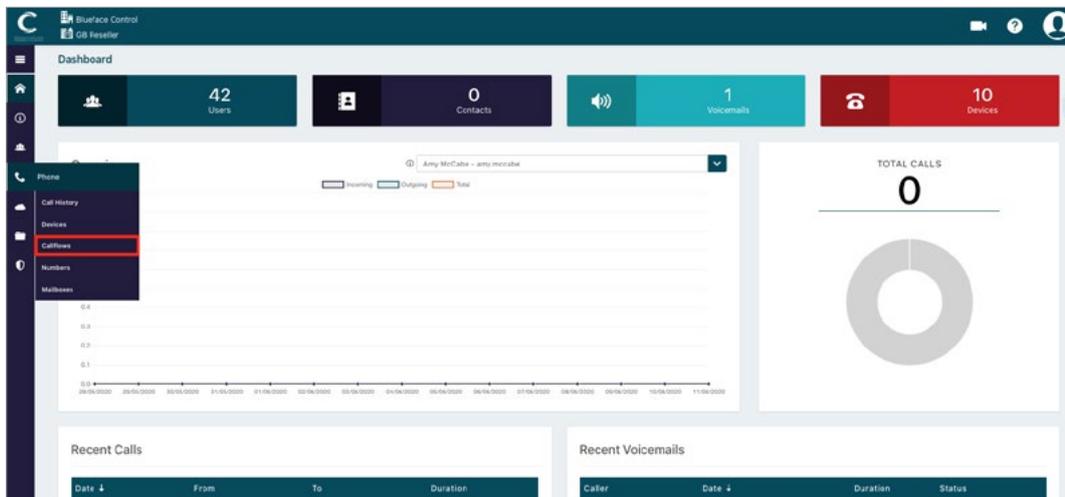
The **Park** element is a sole-purpose element. This means that you can set up callflows for each static park or dynamic parking lot you need, and you would not combine the park element with other callflow elements, such as paging.

This allows users more time to attend to other tasks. If a call is parked, the intended call recipient can then finish other tasks before picking up a call that is parked.

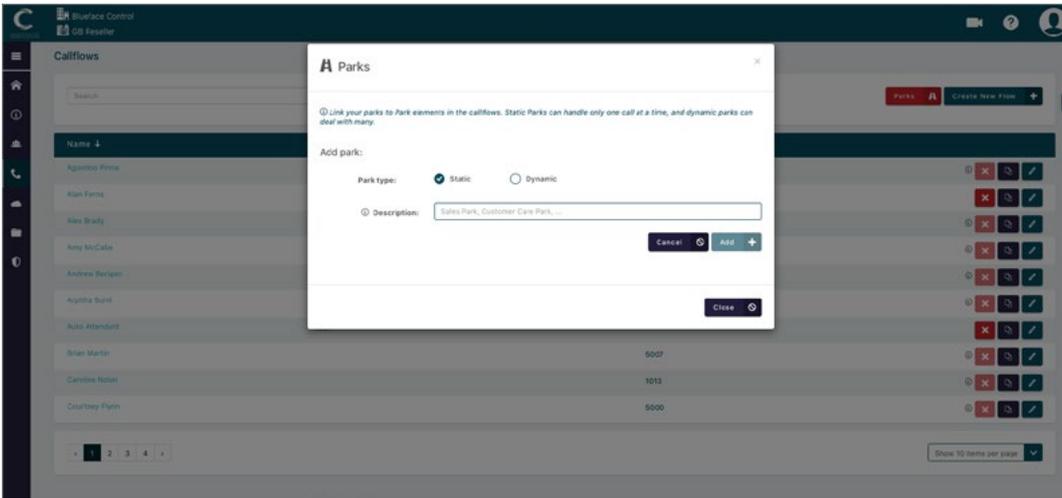
Different music on hold can be applied to a parked call by visiting Account, then Music on Hold.

CONFIGURING CALL PARKING

From the Westcoast Cloud Voice dashboard, select the phone icon on the navigation bar, followed by Callflows sub-menu.

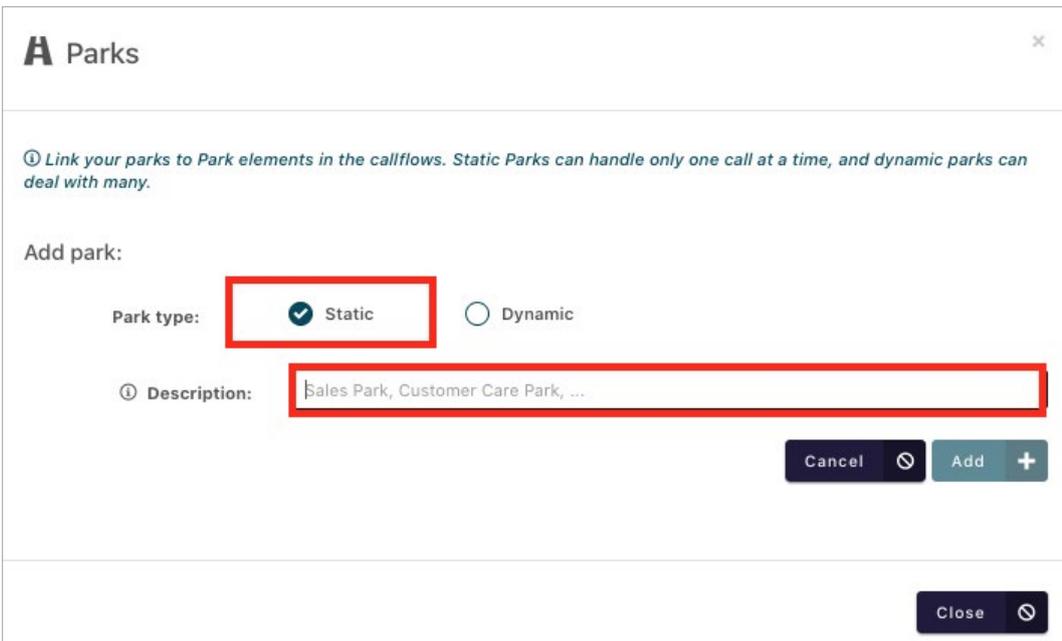


From the Callflows section click the **'Parks'** button. This will populate the Parks menu. Click on **'Add park'** to begin creating the park position.



1.	Static	Singular parking space that allows you to hold on call/caller without tying up a line
2.	Dynamic	Parking lot that can hold multiple calls or callers without tying up a line
3.	Description	Briefly describes the parking position for example: sales park, support park, etc

STATIC PARKING



- 1 Select **Static** as your park type.
- 2 Describe your park position using the free-text field.
- 3 When satisfied, click the '**Add +**' button to create the call park.

DYNAMIC PARK

A Parks

ⓘ Link your parks to Park elements in the callflows. Static Parks can handle only one call at a time, and dynamic parks can deal with many.

Add park:

Park type: Static Dynamic

ⓘ Description:

ⓘ Lot range:

Cancel Add

Close

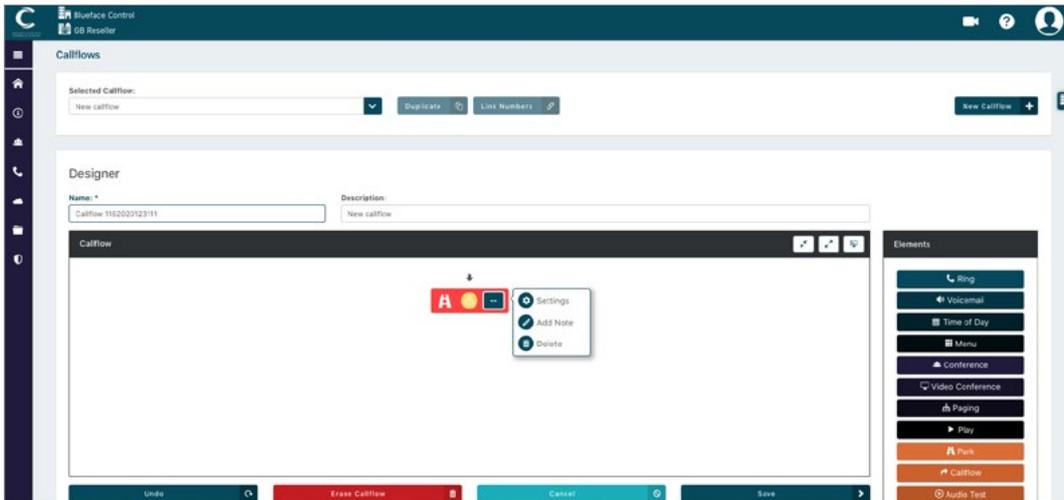
- 1 Select Dynamic, as above.
- 2 Describe your park position using the free-text field.
- 3 Define **Lot range**: how many park positions are available for this call park.
- 4 When satisfied, click the **'Add +'** button to create the call park.

Once you click **'Add +'**, you will be returned to the **Parks** pop-up. Your new parking spaces will appear in the list of parking spaces displayed in this area.

Description ↓	Park type II	Positions II
Customer Care Park	Static	1
Javi Park	Dynamic	2

As you can see, you can edit or delete the parks from here, using the pencil or **'X'** icons.

PARK CALLFLOW



- 1 From Callflows (**phone icon > Callflows**), click on **'New Callflow +'**.
- 2 To the right of the callflow designer you will see a list of elements.
- 3 Drag the **'Park'** element into the callflow designer as seen above.
- 4 Click on the **'...'** button on the park element followed by **Settings**.
- 5 This will populate the **Park Element Settings** pop-up. From here you must decide which type of park you wish to configure.

STATIC OR DYNAMIC PARK SELECTION

Park Element Settings

Park type: Static Dynamic

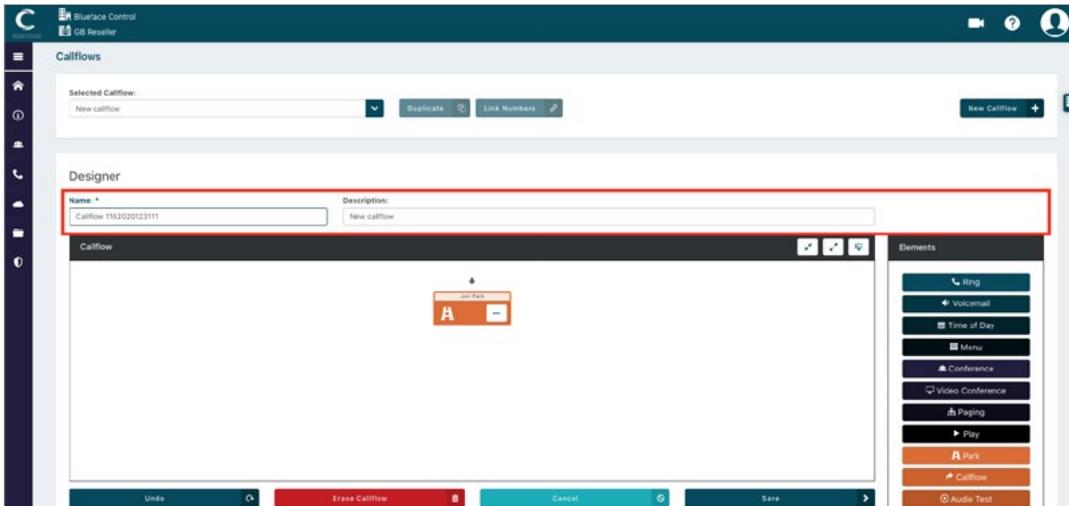
① Park Number: Park: Customer Care Park

Park Element Settings

Park type: Static Dynamic

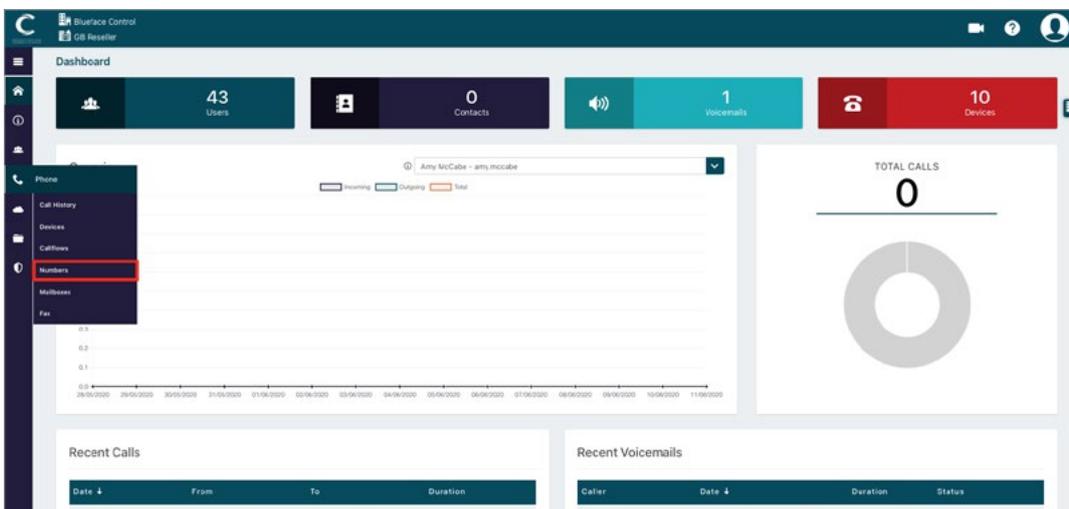
① Park:

- **Static** allows you to choose from all created parking positions (including individual user spots in created dynamic parks), but only one position can be selected.
- Selecting **Dynamic** will only display the created dynamic parks.
- To complete your configuration, click the **'OK ✓'** button.



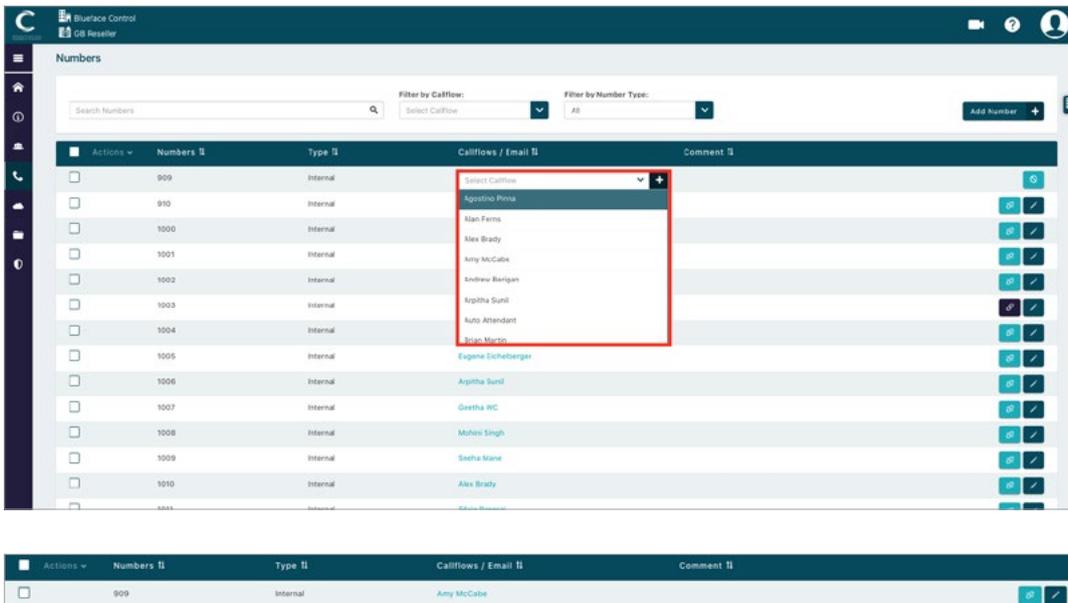
- 6 Name and describe your callflow before clicking **'Save'** for easy tracking.

LINKING CALLFLOWS TO A NUMBER



Finally, you need to link the callflow to an internal extension number. This includes static and dynamic parking spaces. Click the phone icon on the navigation menu followed by the Numbers sub-menu.

- 1 Click the **'Not set'** beside an unused internal number.
- 2 This will reveal a dropdown menu of your existing callflows.
- 3 Select from this menu of callflows as seen in the image below.



- 4 The image above displays the call park callflow that you have created. As you can see, the call parking is available via internal extension number 1000.

RETRIEVE A PARKED CALL

- 1 Park an active call as you would perform a transfer a standard call.

EXAMPLE

While on an active call, press 'Transfer' on your device and dial the extension number linked to the call park position you wish to use. In this case, ext. 1000.

- 2 Inform the person being contacted of the extension number position the call is parked in.
- 3 Any user can call the number (ext. 1000) to retrieve the parked call.



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USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**