

RingCentral Call Park



RingCentral Call Park enables you to place calls on hold in a virtual location and retrieve them from any desk phone in your system.



Simply press the Park soft key on your desk phone to put calls on hold. The system will announce the location, which you pass along to the party who will be retrieving the call.

Features & Benefits

- Park up to 50 inbound calls simultaneously
- Pick up calls from any of your system phones
- Switch phones as needed for freedom of movement and privacy
- Unanswered calls ring back after five minutes
- Call Park is free for RingCentral Office customers in the US and Canada

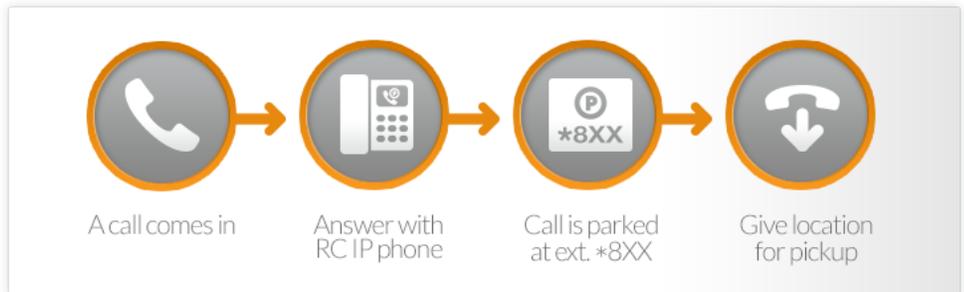
How it works

Call Park is an excellent feature for managing your call activity—for example, consider a real estate office that has a receptionist, a few departments, and 25 employees, many of whom use mobile devices. When a prospect calls with a question about a property the receptionist can park the call, find out which agent is available, and give them the park location—ensuring the caller doesn't end up in voicemail. The agent may be out of the road, but they can still get the call since it's parked in the cloud.

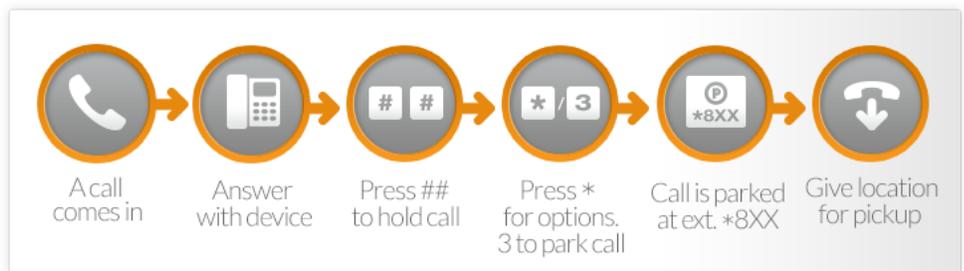
Parking a call

While using a RingCentral IP desk phone*, simply press the soft key for call park. Your system will announce the virtual location where the call is placed. The location will start with a * and range from (*801-899). The * differentiates between a call park location and users extensions, which may also be in the 800 number range.

From a RingCentral IP phone

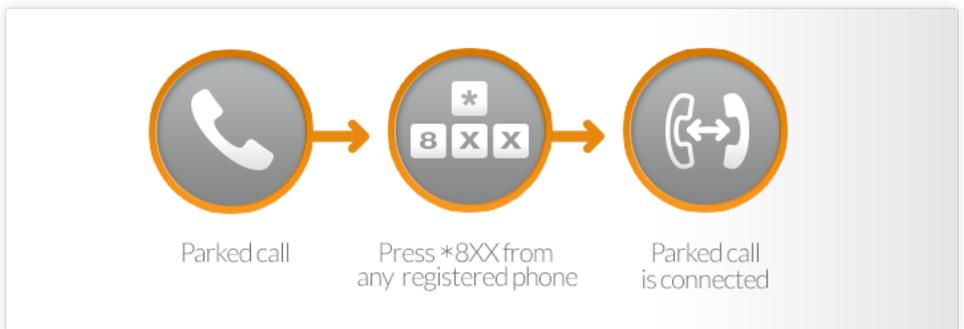


From other devices: Home phones, Softphone and smartphones



Un-parking a call

Give the virtual location to a recipient via voice, text or email. They can access the location by pressing * and the 8XX number where the call is parked.



*Park soft key is available on all RingCentral Cisco and Polycom devices (except Cisco SPA 508 and Cisco SPA 303).