

Hold, Transfer and Park Guide



3CX Hold, Transfer and Park Guide

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Hold, Transfer and Park Guide

Overview

The purpose of this document is to take you through the process of putting calls on hold, transferring calls or parking calls.

We're here to help! If you have any questions about this or any other process please reach out to us at support@datacommplus.com.

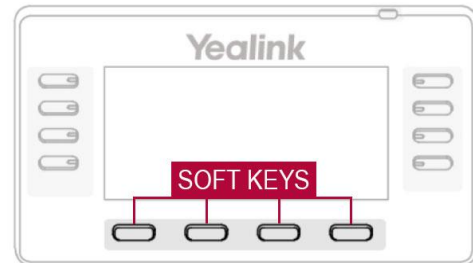
Hold, Transfer and Park Guide

Hold

It is best practice to put a call on hold if you do not need to transfer the call to anyone else. If you need to transfer the call to someone else, follow the steps below for either parking a call or transferring a call.

Placing a Call on Hold

- While on a call, press the *Hold* key in the soft key row
- The options within the Soft Key row will change when you put a call on hold. To pick up the call select the *Resume* option within the Soft Key row.



Transfer

There are three types of transfers:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail

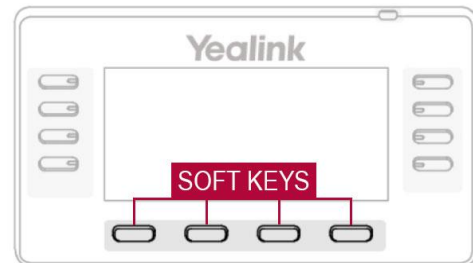
Blind Transfer

When transferring a call you will need to select the soft *Transfer* key first and also at the end to complete the transfer.

- While on a call, press the *Transfer* key followed by the extension you wish to transfer to and then *Transfer* again.
 - Example: Transferring a call to extension 123

(Transfer key)123(Transfer key)

- OR Select the *Transfer* key followed by the extension within the Programmable keys area if extensions have been programmed



Attended Transfer

If you want to let the person you are transferring the call to know who is on the phone for them prior to transferring the call, press *Transfer*, the extension and then press the *Call* Soft Key or #. Once you have introduced the call you would press *Transfer* again and the call will go through.

- Example: Transferring a call to extension 123 after talking with the person first

(Transfer key)123(Call key) = Talk to the person and then select (Transfer key)

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Transfer to Voicemail

There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press the *Transfer* key followed by *4 + the extension number and then *Transfer* again.
 - Example: Transferring a call to the voicemail at extension 123

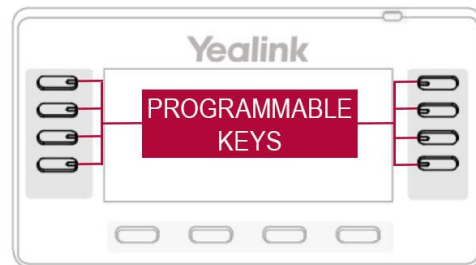
(Transfer key)*4123(Transfer key)

Park

Call Parking is a type of Call Holding. When you park a call, you can pick that call up from ANY phone in the system. If a call is put on hold, you can only pick the call up from that phone. The Park key is located within the Programmable Keys.

Parking a Call

- While on a live call, press a *Park* key
 - Depending on what has been programmed there could be multiple Park keys
 - An open parking spot will have a green light next to it.
 - A used parking spot will have a red light next to it.
- The call has now been parked
- Communicate the parking spot where the call resides to the recipient.
 - If the call is not picked up within time programmed, you will receive a ringback



- **Do not select a parking spot with a red light because it will merge the currently parked call and the new call together.**
- **If another call is coming in, once you park the call, press New Call to accept the new call**

Picking up a call on Park

- Go to any phone that is on the system and select the *Park* key that the call was parked on.
 - If there is not a Park key, dial the parking spot + # to pick up the call.
 - Example: Pick up a call parked at SP0: 71#
 - Example: Pick up a call parked at SP1: 72#
- Select Answer
- The call has now been picked up