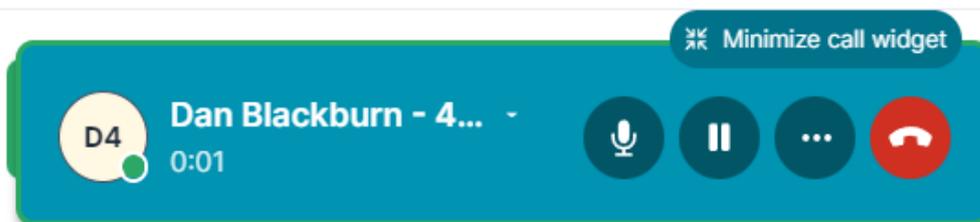


Check Cloud: Parked Calls

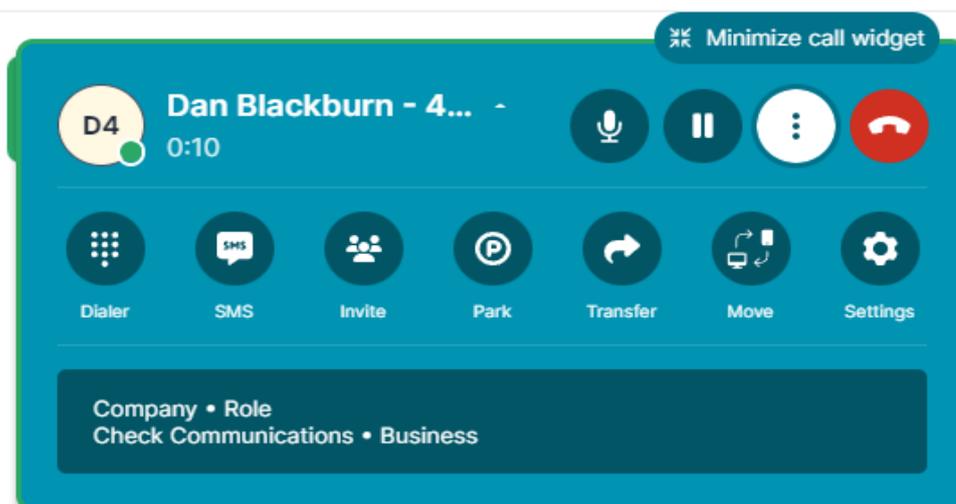
When using Check Cloud to make / receive calls, you can park a call for your colleague to pick up, when ready.

Placing a caller in Park

1. When on a live call, extend your menu by clicking on the 2 dots to the right.



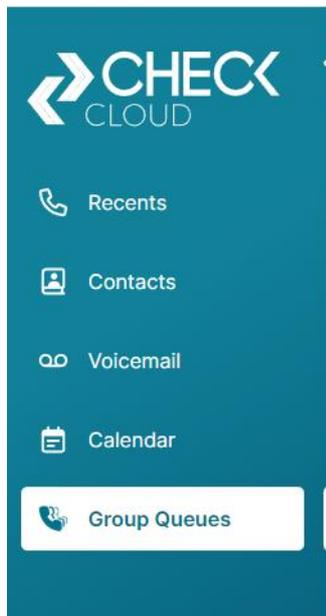
2. This menu will present you with several options, including 'Park' as seen below. If you have a call that needs to be transferred to another person, but they are not immediately ready to receive that call, use this function to place the caller on hold, allowing your colleague to pick up the call when ready, keeping your line free in the meantime.



3. When you have selected the 'Park' option. The call will then disappear off your screen and be in a holding position. You can then tell your colleague they have a caller waiting, which they can pick up when they are ready.

Answering parked calls

1. To answer a call placed in park by another user, click on 'Group Queues' found on the left side of your Check Cloud page.



2. You will find a section on the right called 'Monitored Calls', as seen below. To find your caller, select 'Parked calls'. Any calls parked by other users will show here. You can also see which user has parked that call and the time they have been waiting on the right.

Monitored calls

Waiting calls (0) ▲

Parked calls (1) ▲

 ★ Dan Blackburn - 4913
Parked by Hammy Butterworth - 4830 00:04

Pick up calls (0) ▼

3. To answer your call, hover over the call itself and select the phone icon on the right when it appears. This call will then be live, and you can begin your conversation.

Parked calls (1) ▲

 ★ Dan Blackburn - 4913
Parked by Hammy Butterworth - 4830 00:48

Pick up calls (0) ▼

Take the call