

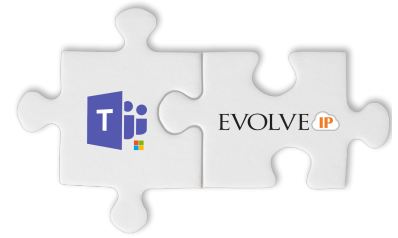
Call Park and Retrieve

OVERVIEW:

Teams users, when enabled, have the ability to park a call and generate a unique code to park each call then retrieve from other Teams soft clients,

Teams-enabled desk phones, and endpoints. In a hybrid environment, Evolve IP supports parking and retrieving on SIP phones/ endpoints.

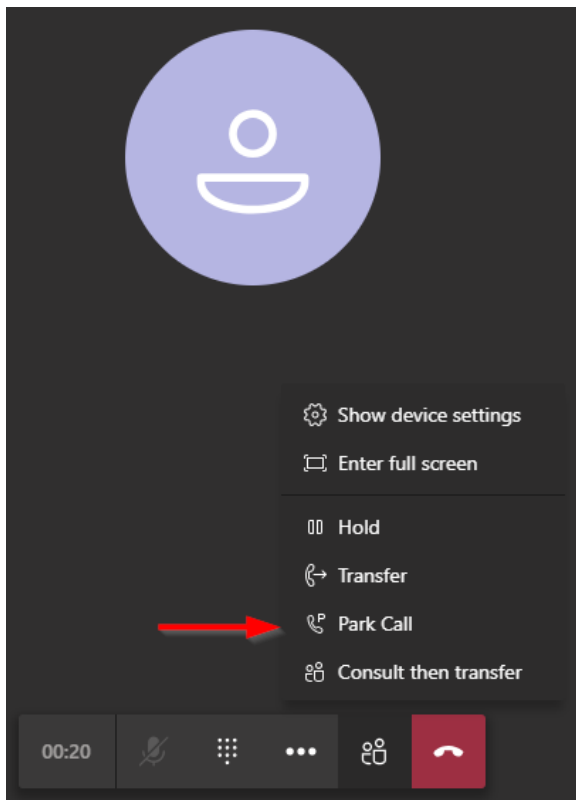
Evolve does not support parking and retrieving calls between the 2 platforms.



[Call Park & Retrieve Overview](#)

[Parking a Call in Teams](#)

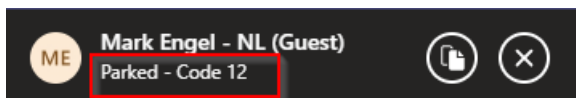
Step 1: Active call can be parked with the 'Park Call' feature in MS Teams call screen



Step 2:

A. Once the call is parked, the user is provided a "Parked -Code #"

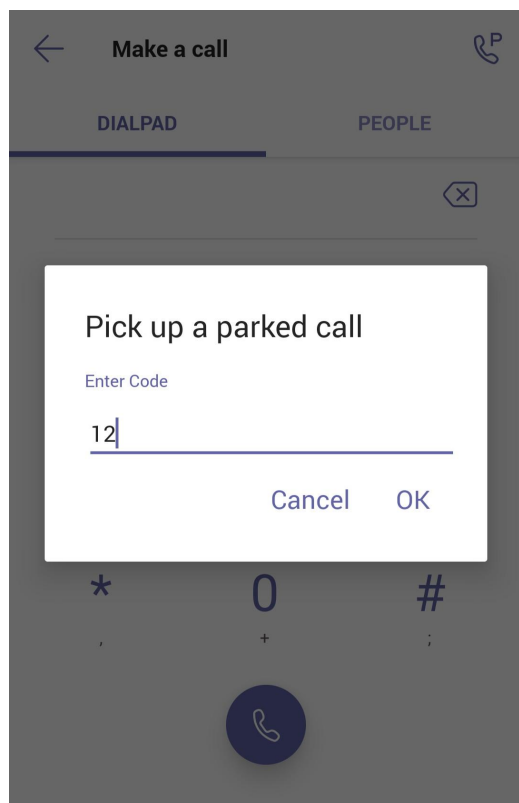
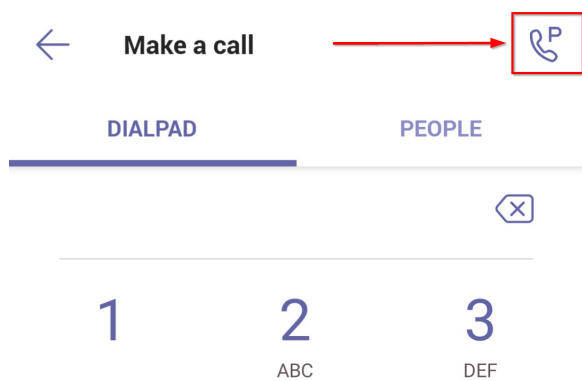
B. The outbound caller will be ON HOLD.

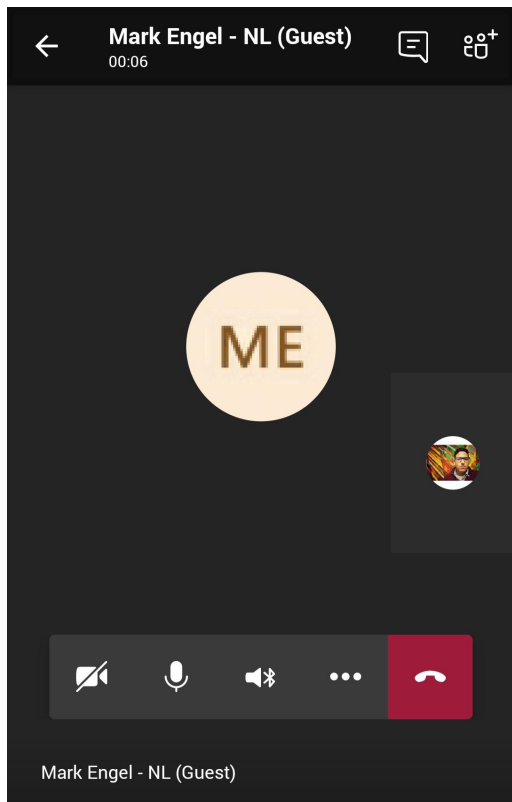


Step 3: The call can be retrieved from the desktop/mobile/ MS teams handset application again by you or another party in your department, organization, etc.

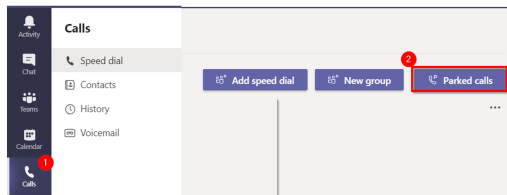
Please note, this is configured under Microsoft Admin Center - Voice Policies for the entire organization.

Pick Up Call from Mobile Phone:





Pick up Call from Desktop:



Pick up a parked call

3

