

Call Park limitations in a Webex Calling MT environment

Associate a text note to an ongoing call

During a call handled by an Attendant Console operator, it is possible to add a text, colored note to the ongoing call. If the call is subsequently parked by using the native WxC park feature, the note is lost.

Solution:

This is known WxC platform limitation.

At the moment, the workaround is to add the note when the call is already parked. In this way the note is visible to all Attendant Console operators while parked.

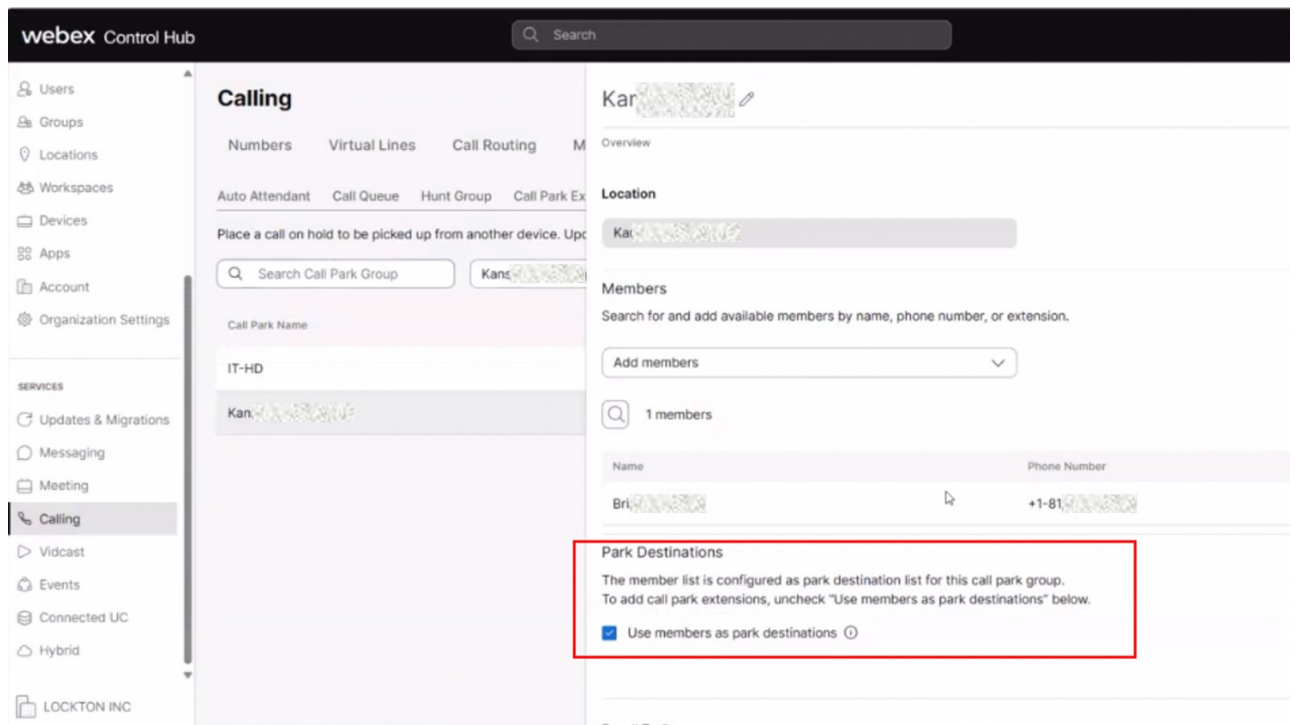
When an operator retrieves the call from park, the note disappears.

Park multiple calls

During a call handled by an Attendant Console operator, it is possible to hit the "P" button to park the ongoing call, leveraging the native WxC call park feature. By default, Webex Calling MT platform allows to just park one call at a time.

Solution:

To override above limitation, you can define one or more "Call Park Group" objects, as below screenshot, adding the operators in it:



In this way, the number of calls that can be parked is the same as the number of WxC users belonging to the Call Park Group.