imagicle

Parked calls hiding on the Attendant console

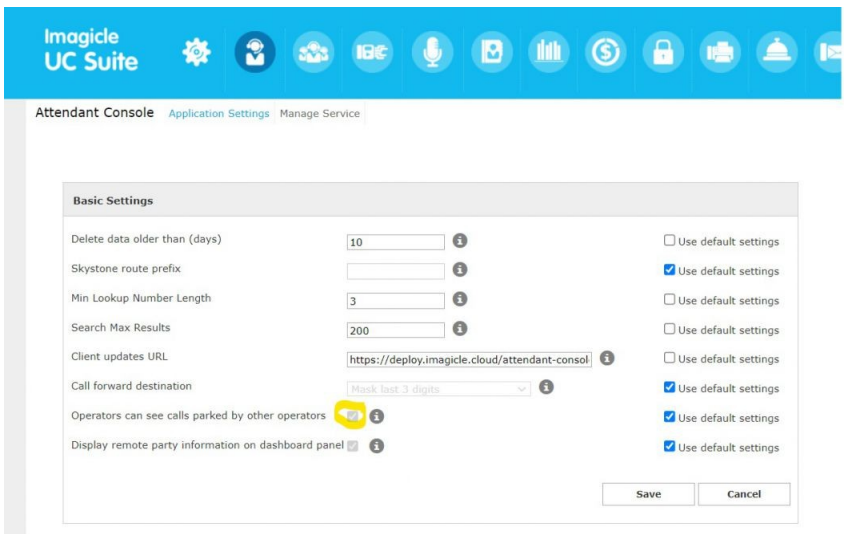
Applies to:

Any version of Attendant Console/Application Suite

Description:

By default, park resources are shared among all the operators, this means that all the operators are entitled to view (and retrieve) the list of parked calls, regardless who has parked them. This article explains how to make parked calls visible only to the operator that parked them and not to the others.

How-to:

Navigate to Attendant console-->Application Settings:

In order to make parked calls by one operator invisible to others, the below check box (circled in yellow) should be unchecked . It should be checked if an opposite behavior is desired. (default setting)