Park At Extension / Shared Line Appearance

Virtual Office has many features for passing calls between users including blind transfers, attended transfers, and regular call park and pickup which are available on all Virtual Office phones. Additionally there are call blasts that can ring many phones simultaneously included in our VTree product which is utilized for your company's main phone numbers.

In cases where these features do not fully meet your company's workflow needs, the Shared Line Appearance can be a useful tool to supplement call flows to allow easier call presence and call passing in busy low-to-medium call volume environments. Often these workflows are familiar to companies coming from traditional key systems and Park at Extension can facilitate workflow transition.

The **Park at Extension** feature is a standalone number where calls can be "parked" for others to see and pick up within your organization. When a call is parked at the extension it will be visible as a flashing button on all of the phones programmed to monitor that **Shared Line Appearance**. The call may then be picked up from any of these phones by simply pressing the flashing button.

The number of Shared Line Appearances needed in total will depend on your company's business workflow.

Park at Extension Usage Examples

General Shared Lines
Some organizations label Shared Line Appearances simply as "Line 1", "Line 2", etc so they may ask others within the company to "Pick up on line 1" to facilitate asynchronously passing calls to other users. In this configuration multiple Shared Line Appearances enable having multiple parking spots available to park and pass calls within the company.

Lightweight Work Queue
A Shared Line Appearance may also be used as a lightweight, low volume work queue. Companies that utilize Shared Lines Appearances this way typically assign one Shared Line Appearance to each skills group. For instance, if you have a sales team and a support team, a separate Shared Line Appearance should be used for both sales and support insuring calls are passed to the appropriate personnel.

For higher volume environments or where call management would be beneficial ask about the Virtual Office Call Center package. The Virtual Office Call Center Package includes advanced call queuing and distribution, online queue and rep state visibility and management, and reports for analyzing call volume, trends, and answer rates.

Additional Information

A single Shared Line Appearance may hold multiple calls at the same time. When multiple calls are parked against the number the appearance will continue to flash until the last call is pulled out of the queue. Calls picked up from the shared line appearance are pulled out in First In First Out (FIFO) order, insuring the longest parked call is serviced first.

Calls may be parked for up to five minutes on a shared line appearance, after which the call is either sent back to the person parking the call, or to a pre-programmed destination applied to all calls parked at that extension which have reached the maximum call park timer set on that shared line.