



## Call Park and Directed Call Park

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This chapter provides information about the Call Park feature which allows you to place a call on hold, so it can be retrieved from another phone in the system. For example, if you are on an active call at your phone, you can park the call to a call park extension by pressing the Park softkey. Someone on another phone in your system can then dial the call park extension to retrieve the call.

Directed Call Park allows a user to transfer a call to an available user-selected directed call park number. A user can retrieve a parked call by dialing a configured retrieval prefix followed by the directed call park number where the call is parked.

Configure directed call park numbers in the Cisco Unified Communications Manager Directed Call Park Configuration window. You can configure phones that support the directed call park Busy Lamp Field (BLF) to monitor the busy/idle status of specific directed call park numbers. Users can also use the BLF to speed dial a directed call park number.

