

Call Park Pool

OPERATIONAL DIRECTIONS



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GENERAL

The Call Park Pool (CPP) feature is a specific configuration which utilizes the Internal Group Hunting feature, SIP extensions without any physical terminal, and the call Transfer and Call Pick-up features.

Using the CPP feature, a call can be parked 'remotely', at a dedicated CPP (hunt group) member, which is a SIP extension. The parking is actually done by a transfer to the hunt group member.

The parked call can be picked up (answered) from any telephone in the same system, that can request the individual call pick-up service (or use MNS, if programmed).

A recall to the transferring party will be done if the transferring party is of generic extension type, if the call is not picked within a few minutes. If the transferring party is not a generic extension, it will not be recalled, but instead the call will be released.

If a recalled, previously transferring party, has several terminals (and thus uses services like parallel ringing, personal number, or SCA), the recall will only ring on the transferring terminal, except in the SCA case, where all terminals will be recalled.

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GLOSSARY

For a complete list of abbreviations and glossary, see the description for *ACRONYMS, ABBREVIATIONS AND GLOSSARY*.

Here is a list over some common terms used in this document:

CPP

Call Park Pool, a kind of group of SIP extension members dedicated to the park pool function.

Auto-park

A configuration option for SIP extension URI parameter.

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PREREQUISITES

Number analysis data for the involved SIP extension members and for the used hunt group are assumed to be initiated.

Generic extension numbers and ditto common service profiles are assumed to be initiated.

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TOOLS

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PROCEDURE

The following procedure must be followed for the initiation of the Call Park Pool:

1. Initiate the SIP extensions that shall become members of the CPP, i.e. of the dedicated hunt group.
2. Initiate the hunt group.
3. Initiate any specific options/settings for the group.
4. Initiate the members of the CPP hunt group.

6 EXECUTION

6.1 INITIATE THE CPP MEMBERS

6.1.1 ACTIONS IN THE MX-ONE SERVICE NODE

1. Initiate the SIP extensions which shall become members of the park pool. The extensions are without any physical terminal, and shall be configured for automatic parking. Use the command

```
ip_extension -i --dir xxxx --terminal-identity "sip:xxxx@0.0.0.0" --uri "sip:xxxx@0.0.0.0;auto-park=yes"
```

Note: This specific setting for both terminal-identity and auto-park parameters are required for the extension/member.

6.2 INITIATE A HUNT GROUP DEDICATED FOR CPP

6.2.1 ACTIONS IN THE MX-ONE SERVICE NODE

1. Initiate a hunt group, with the GHGRI command, see OPERATIONAL DIRECTIONS for Internal Group Hunting.

The group should be dedicated for the CPP function, and should preferably not have any queue defined. The SERV parameter must also be set to display the member number, not the group number, on the calling party's display. The directory number of the hunt group will be the number to dial to reach the park pool.

2. Initiate members of the hunt group, i.e. the SIP extensions initiated above shall be made members using the command:

```
GHGMI:GRP=xxxxxx,DIR=xxxx;
```

3. Verify by printing the hunt group data using the *GHDAP* command.