



HOLD & CALL PARK

Abadata Connect Customer Training Guide

Hold and Call Park both temporarily set a call aside—but they are used differently. On Abadata Connect, **Hold is exclusive and local to the telephone device.** Call Park is designed to make a call available for retrieval from another appropriate phone.

HOLD — KEEP THE CALL AT YOUR PHONE

What it is: Hold temporarily places the caller on hold at the telephone where the call is being handled. On this system, Hold is **exclusive to that device**. Use Hold when **you** expect to return to the same caller from the same telephone.

1	While speaking with the caller, press the Hold button.
2	The caller is placed on hold. The call remains associated with your telephone .
3	When you are ready to return to the caller, press the appropriate flashing line/call key or the phone's Resume soft key, depending on the phone model and display.
4	You are reconnected with the caller.

WHEN TO USE HOLD

"Would you hold for just a moment while I check that for you?"

Remember: If another employee needs to pick up the call from another telephone, use **Call Park** instead of Hold.

CALL PARK — MAKE THE CALL AVAILABLE TO ANOTHER PHONE

What it is: Call Park places a call into a shared parking position—commonly buttons such as **Park 1** or **Park 2**. The parked call can then be retrieved from another properly configured telephone. This is useful when the person who should take the call is at another desk or location.

1	While speaking with the caller, tell them you are going to place the call on Park.
2	Press an available programmed Park button, such as Park 1 or Park 2 .
3	Note or announce the parking position if another employee will retrieve the call—for example: " John, you have a call on Park 1. "
4	From a phone that has access to that park position, press the corresponding Park 1 or Park 2 button.
5	The parked caller is connected to the person retrieving the call.

USE HOLD WHEN...	USE CALL PARK WHEN...
You are keeping the call at your own telephone and expect to return to it yourself.	The call may need to be retrieved from another telephone or by another employee.

QUICK RULE

Hold = my phone. Park = a shared place where the call can be retrieved.

Your Abadata Connect button layout may include multiple park positions based on your organization's needs.