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## How to set up Site Specific Return from Park

**i** This Guide is an add-on to the documented solution [How to transfer external forwarded and parked calls back to a receptionist](#). The goal achieved by this setup is routing calls returning from the park based on who parked it.

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## Use case

If the call is parked by a user in SiteA, return the parked call to the user that parked it and then ultimately to a call group of users in SiteA. Similarly, if a user in SiteB parked the original call, return the call to the user and then a call group of users in SiteB.

Of course, this can be modified to ultimately send the returned park call to any SiteA/B specific treatment that you would like but the key here is to show how you can recognize what site originally parked the call.

### Step 1

Assuming people from different sites of the deployment have separate Dialplans, in each Dialplan, create an entry where all parked calls will go based on the park extensions' naming pattern. In the example below we added park extensions 201 & 202:

	●	User on Site A	111	111					SiteA	users		SiteA
	●	User on Site B	112	112					SiteB	users		SiteB
	●	Park One	201	201					users	users		Default
	●	Park Two	202	202					users	users		Default

Thus, Dialplan entry 20X of the Diaplan SiteA is where all calls transferred to park extensions 201 and 202 from the users of Site A will be routed to. There, using the Set -> Caller name -> SiteA (caller name) application, we will add the flag "SiteA" to the caller name to identify these calls and route them correspondingly later on.

In our example we only have 2 separate sites, A & B, but this is of course scalable and you can have as many dial plans as required by replicating SiteA dial plan with minor changes.

### Step 2

Create a new Dialplan and name it “receptionist”. This is where all calls returning from park extensions after timeout go. You do not need to configure this, the system does this automatically. And this is also where we will be routing those calls based on the marker added earlier.

Using the Verify caller -> SiteA & Verify caller -> SiteB logical checks, route calls returning from park locations after timeout as shown in the example below. You don’t need to route calls to entries in “receptionist” Dialplan, it can be any other Dialplan or rule depending on the setup.

**⚠ All names used in the Guide, except “receptionist” Dialplan, such as SiteA, CallgroupA, etc. can be changed.**

### Note

Park call timeout can be set in WMS -> Dialplan -> General Settings:

- Dialplan rules
- Call Groups
- Paging Groups
- Timetable / Switch
- IVR
- Feature codes
- General Settings

Park call timeout	20
Prefix for external line	0
International Prefix	00
National Prefix	0
Internal call default timeout	65
First digit timeout (secs)	600
Interdigit timeout (secs)	2
Send call key	#
Playback tones while entering number	<input checked="" type="checkbox"/>
Quality of recorded voicemails	mp3 - normal quality, normal size of files
Quality of calls recordings	wav - the best quality, large size of files
Send mail notification after the record is complete	<input checked="" type="checkbox"/>
Attach files with records to emails	<input checked="" type="checkbox"/>
Convert Voicemails to text and send by email	<input checked="" type="checkbox"/>
Notify by email in case SIP trunk registration status is changed	<input type="checkbox"/>
Announce date, time and caller phone number for Voicemail messages	<input type="checkbox"/>
<b>Set dialplan variables</b> Set custom dialplan variables. For example: VAR1=VALUE1 VAR2=VALUE2 (Do not insert spaces)	USER_CAN_PAUSE_RECORDING=no
<b>Set quick dial patterns</b> Set custom dial patterns For example: 2[0-9][0-9] 3[0-9][0-9] (Do not insert spaces)	1[0-9][0-9] 2[0-9][0-9]

Save