

# SUTUS



BC313

How To:

Use Hold and Call Park – Polycom IP 335

# About Holding and Parking Calls

- When customers call the store, their calls go into a queue
- The queue is a line-up of callers that ensures customer calls are answered in order
- While customers are in the queue, they hear messages about your specials and other offers
- When you end one call, the phone rings, and you can answer the next caller in the queue

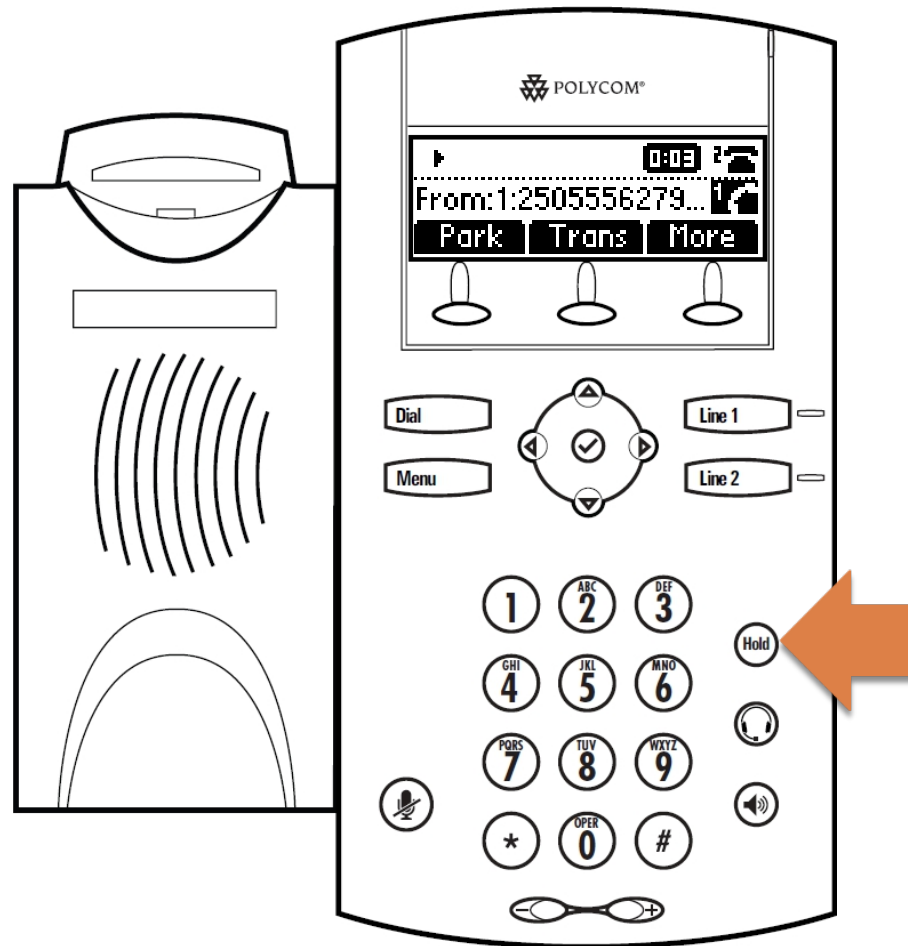
# About Holding and Parking Calls

- It is very important that you do not answer calls unless you are ready to take the caller's order
- Otherwise, answering the call will take that customer out of the queue, and when the next available team member answers the phone, it will skip the customer you put on hold or park

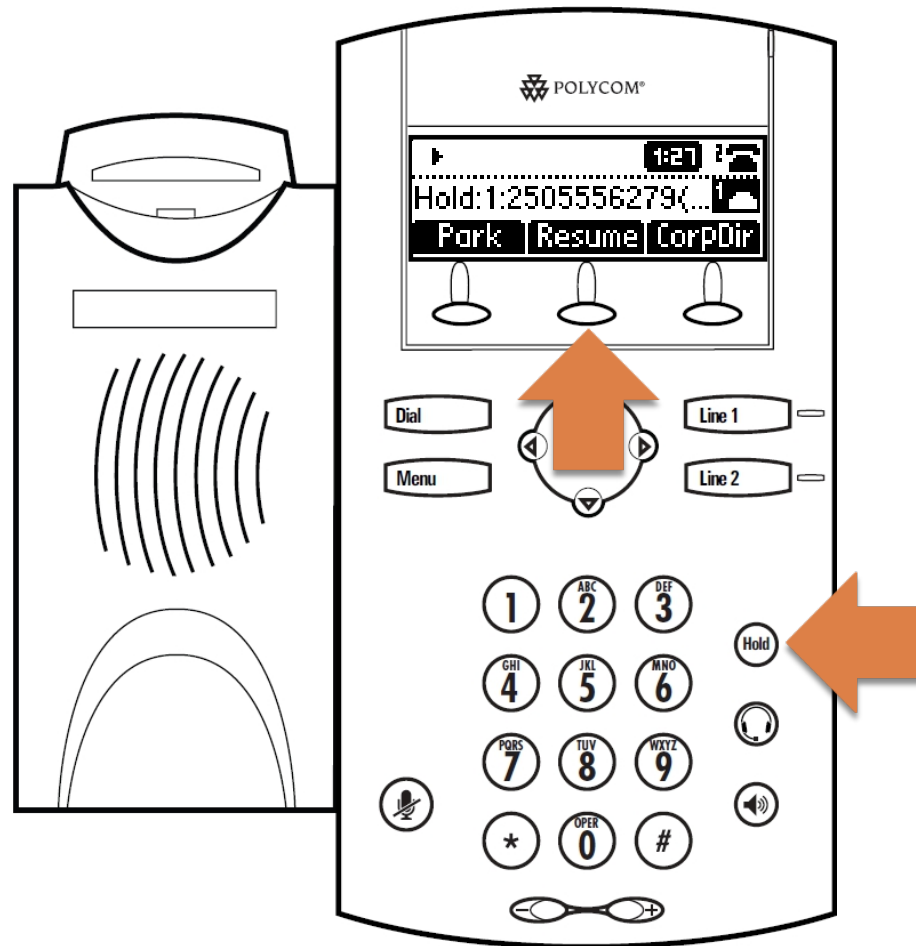
# About Holding Calls

- Call Hold puts the caller on hold so you can check on the status of an order or consult another team member
- You must take a call off hold from the same phone that put the call on hold
- While the call is on hold, the customer will hear the hold music or message

To put a call on hold, press the **Hold** key.



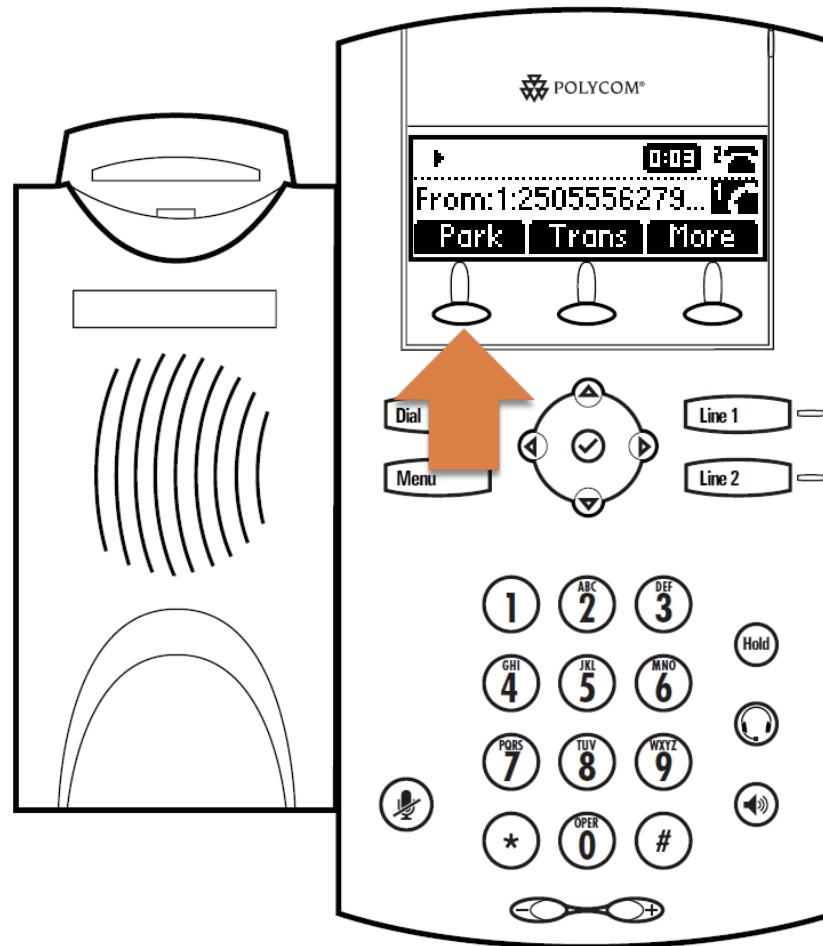
To take the call off hold, press the **Hold** key or **Resume** soft key.



# About Parking Calls

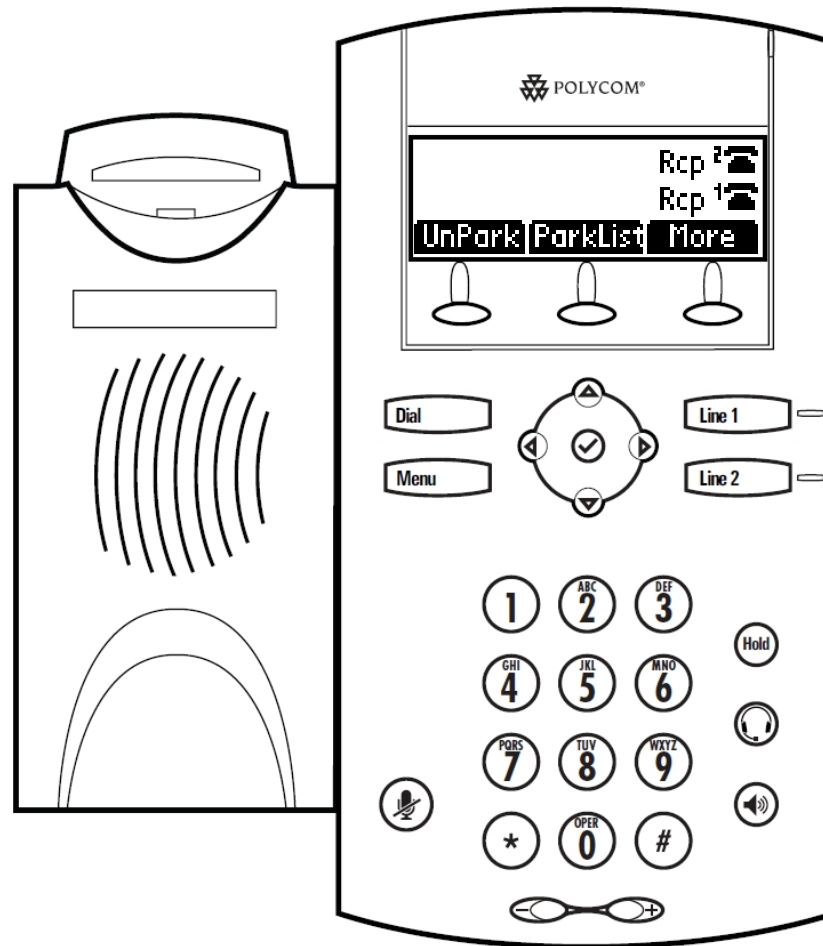
- Call Park enables you to put a call on hold (park it) on one phone and then unpark the call from any other phone
- For example, if you answer a call at the front counter, and you need to move the call to the manager's office, you can park the call at the counter and unpark it in the office
- While the call is parked, the customer will hear the hold music or message

To park an active call, press the **Park** soft key.

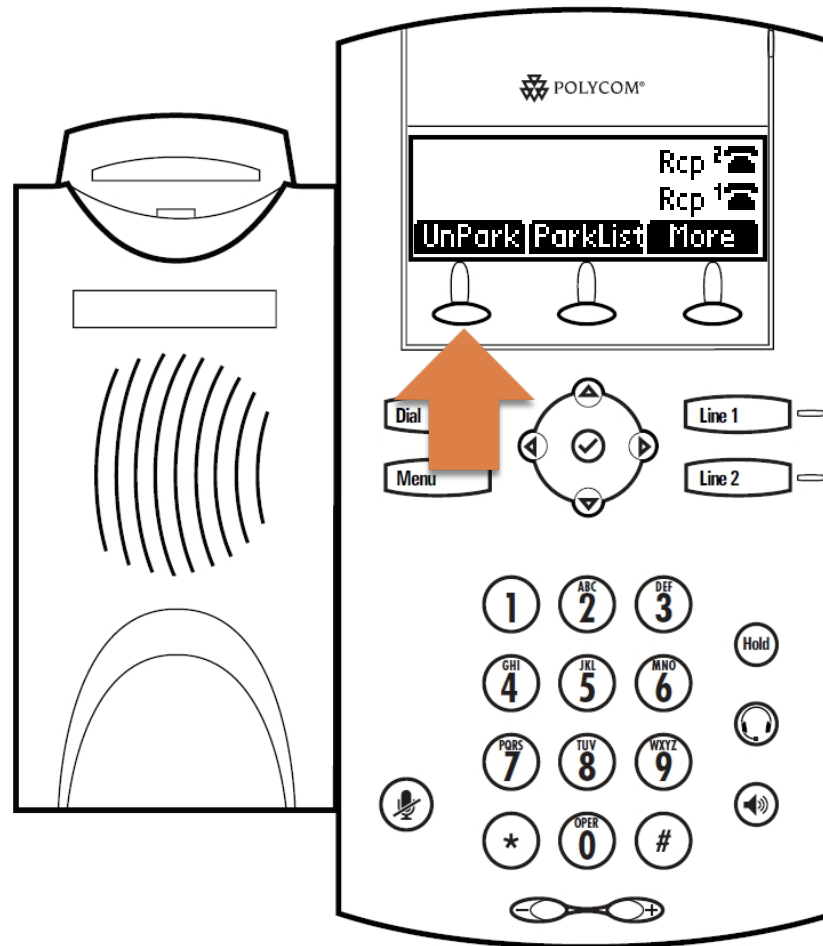




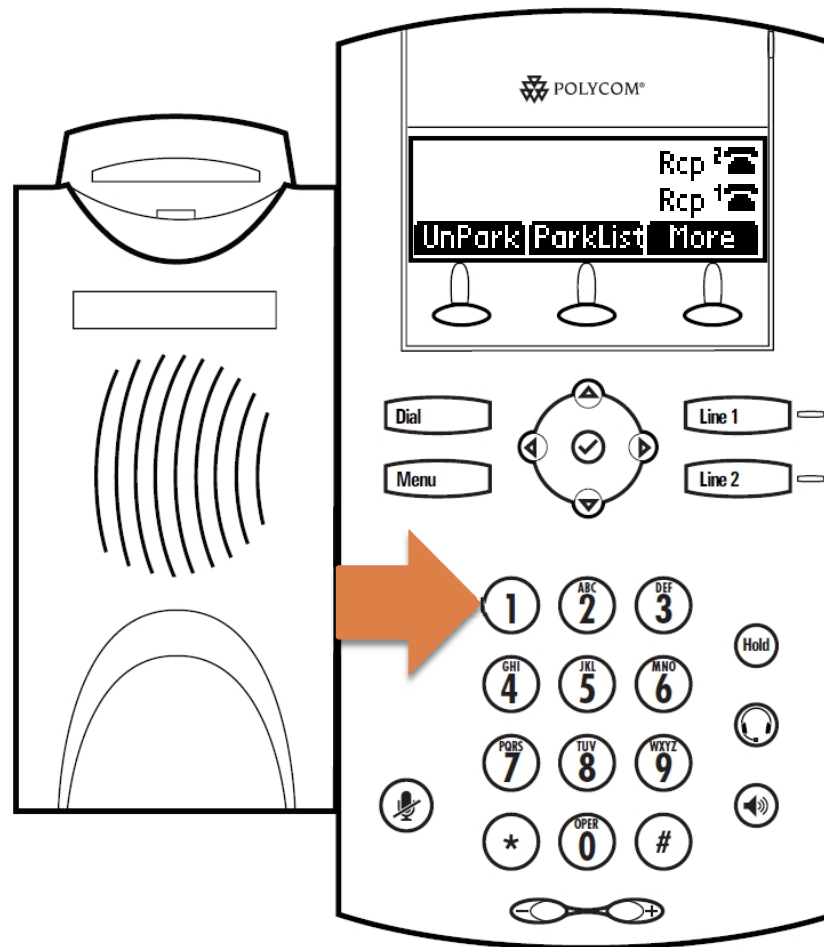
The call is parked.



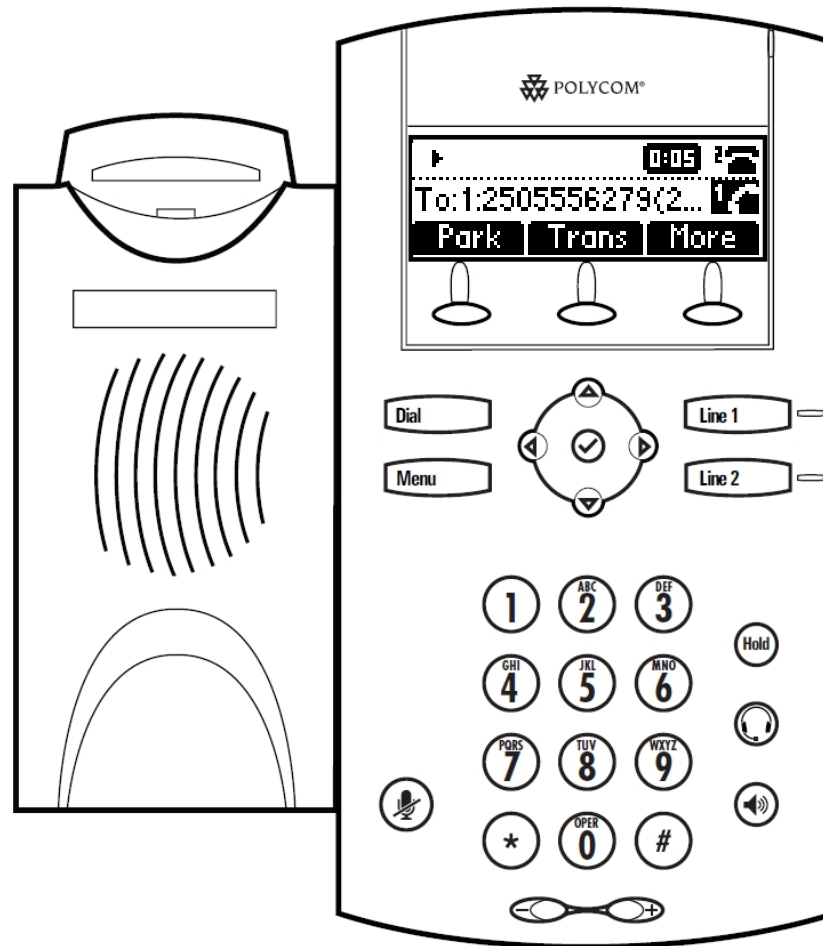
On the other phone, press the UnPark soft key.



If more than one call is parked, the phone will tell you which lines have parked calls. Enter the line number to unpark.



The call is now unparked.



# Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- [support@sutus.com](mailto:support@sutus.com)
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- [pizza@sutus.com](mailto:pizza@sutus.com)
- 1-866-987-8866 ext 5555

More how-to tutorials:

- <http://help.sutus.com>