

TURBODIAL

Overview & How-To Setup

Call Park

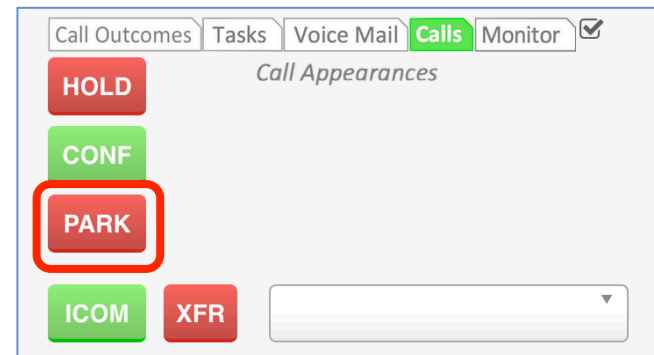
The screenshot shows the turboDial web interface in a browser window. The address bar displays <https://turbodial.biz/tfnext/index1.php> and the user is logged in as **bill@web-lever.com**. The interface includes a phone number field with **w (630) 253-8502** and buttons for **CALL**, **CALL** (with a play icon), and **CALL** (with a red phone icon). Below this, contact information for **Ralph Strazinski, CEO, StratCo Inc** is shown, along with buttons for **SMS** and **Msg**. A text input field contains **+16302168868**. A notification box indicates **1 Call Parked**. A call log shows two entries for **Rental Inquiry** on **Tue, 23 Aug 2016**. At the bottom, there are tabs for **Call Outcomes**, **Tasks**, **Voice Mail**, and **Calls**. The **Calls** tab is active, showing a **PARK** notification: **From = +16302538502, To = +16302168868, Queue = Parked Calls, Holding Time = 12s**. Other buttons include **HOLD**, **CONF**, **PARK**, and **ICOM**. A dropdown menu shows **Bill Jenkins: (952) 649-5442**.

Call Park

Call PARK is similar to Call HOLD with the addition that notifications are sent to multiple designated turboDial Users, and any one of those Users may un-PARK the Call

Topics

- Configuring the Parked Calls Queue
- Demonstration
- Items to Note



Configure the Parked Calls Queue

Must have turboDial Account Owner permissions:

Designate which turboDial Users will be notified when a call is Parked:

1. Click the 'Q' button



2. The config screen opens with the "Parked Calls" Queue already selected

3. Decide who should be notified

1. Choose "Send to All", or
2. Designate specific Users by Infusionsoft ID email addresses, separated by commas

4. Click the Update button

Create & Modify Call Queues

Define Queues:
Queues defined here will be available for use with any Inbound Number in your account

New Queue Name:

ADD

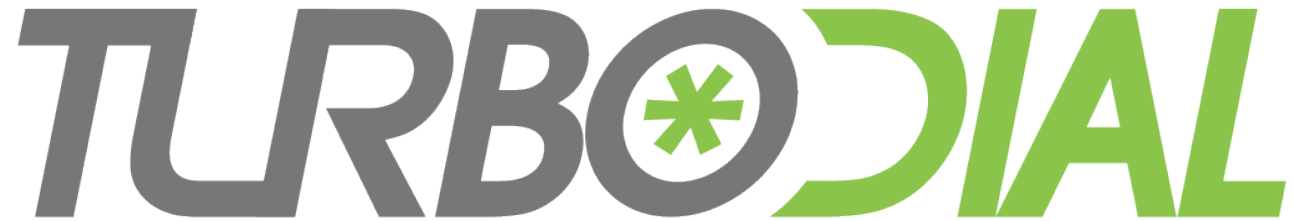
Notify These Users: Notify All?

The "Parked Calls" queue cannot be deleted.
For other queues that are not assigned to an Inbound Number, if no Users are configured to be alerted then the queue will be deleted upon Update.

Update

Items to Note

- If you don't bother to configure the Parked Calls Queue it will default to notifying All Users when a call is Parked.



Call Park

- Available only for Inbound Numbers acquired in turboDial
- Upgrade to include Add-Ons in your account at <https://sd123.customerhub.net>