



COEO EmpowerUC™ Mobile (Android) Version 8.0

Changelogs

- Support for parking and picking up calls from parking lots
- Unique terminology across apps: Rename Supervised transfer to Attended transfer

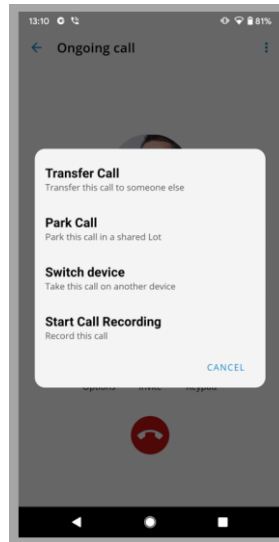
Release Notes

- Support for parking and picking up calls from parking lots
- Unique terminology across apps: Rename Supervised transfer to Attended transfer

Support for parking and picking up calls from parking lots

The Call Parking feature allows users to park active calls directly from the call screen without dialing extension codes. A new Park Call option is available in the active call actions menu for extensions with the enhanced Call Parking service enabled.

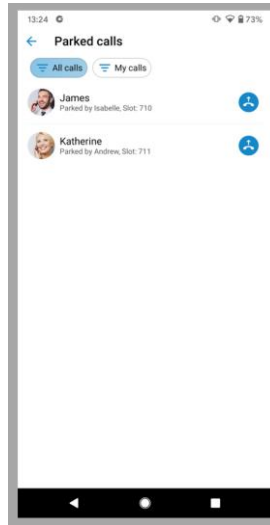
During any active call, the user can open the Options menu and select Park Call, which opens a scrollable bottom sheet showing all parking lots configured for your extension.



Each parking lot displays its extension number along with a real-time count of available slots (for example, “Ext: 300, Free slots: 10”).

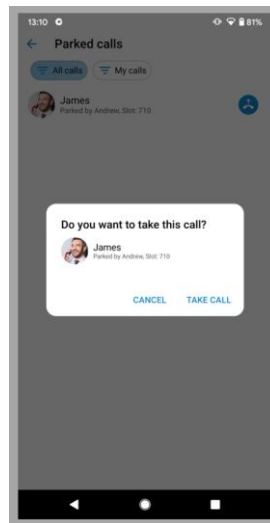
Lots with no available slots are automatically disabled and grayed out to prevent failed parking attempts. After selecting an available lot and tapping Park, a confirmation message is shown indicating where the call has been parked.

Parked calls can be managed from the Parked Calls screen, which provides filtering options to view all parked calls across the system or only the calls you personally parked. Each parked call entry displays the caller’s name, the user who parked the call (including a phone number if the caller is external), and the specific slot number, such as “Parked by Andrew, Slot: 710.”



Any parked call can be instantly retrieved by tapping the pickup button next to the entry. This feature delivers a fully visual workflow for parking and retrieving calls, eliminating the need to remember extension numbers or slot codes.

Note: the enhanced Call Parking service must be enabled on the extension for this functionality to be available.





Unique terminology across apps: Rename Supervised transfer to Attended transfer

To ensure consistent terminology across applications and alignment with industry standards, the Supervised Transfer option in COEO EmpowerUC™ Mobile has been renamed to Attended Transfer.

This update aligns the terminology across the COEO EmpowerUC™ ecosystem, where Attended Transfer is already the established and standardized term.

The functionality remains exactly the same; only the label has changed.

