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Geofence-based Access to Parked Calls

Digital phones include a “park” feature that allows a user to “park” a current call and pass the parked call to other users or departments. Private park locations are visible only to users within the same group or department. For example, if an employee at Costco’s Vision Department receives a customer call that should properly be directed to the Food Court Department, then the Vision Department Employee can park the call so that only Food Court Department employees can pick up the parked call. However, group-based access control for answering parked calls is limiting in scenarios that require flexibility in answering parked calls. For example, if a Food Court Department employee calls in sick just before the lunch hour and an employee from the Clothing Department is needed as a substitute, the substitute would not be able to answer parked calls because the substitute does not belong to the Food Court Department. Therefore, there is a need for a dynamic method of regulating access to parked calls that is not limited to static group-based access controls.

To solve this problem, a geolocation-based access control may be implemented for parked calls. Only users who enter a particular geofenced area can see and answer parked calls. All users outside of the geofenced location are unable to see or answer parked calls. For example, Costco’s Food Court Department for a specific Costco location is geofenced to define the perimeters of the department. Any user that enters the geofenced area will be placed on a private park location list that allows the user to see and answer any parked calls to that department. Any user that leaves the geofenced area will be removed from the private park location list such that the user is unable to see or answer any parked calls to that department.