



# FortiVoice™ Enterprise Call Center

For use with FortiVoice Enterprise systems

A stable and productive call center solution is a key component for user satisfaction to keep any existing business and grow it to the next level. It has become essential for any customer-facing business. By applying the Fortinet Call Center license, any FortiVoice Enterprise administrator can transform their PBX into a versatile call center solution to meet their ever-changing business requirements.

## Key Features & Benefits

<b>Dynamic call center agents</b>	Call center agent can log in, log out or pause on-demand.
<b>Web-based console</b>	Agent or manager can answer the call or monitor the queue and agent status in real time.
<b>In-call prioritization</b>	Agent can transfer or adjust caller's priorities in a queue.
<b>Customizable call queue</b>	Caller hold time and position can be announced at configured intervals to the caller, in addition to customizable messaging.
<b>Flexible call distribution</b>	Policies include skill-based routing, round robin, sequential, least recent, and fewest calls to ensure calls are distributed fairly and efficiently.
<b>Call identification</b>	Distinctive ring pattern, caller ID, and queue name announcement can be applied so that agents can distinguish different queues when answering a call.
<b>Call handling for queue</b>	Call handling is customizable according to conditions such as call overflow, waiting timeout, and after business hours.
<b>Role-based access control</b>	Granular access control allows managers to barge in, coach, record, transfer call, and monitor queues as needed.
<b>Service-level alert</b>	Manager can be alerted by email, popup window, phone call of prolonged waiting callers to prevent unhappy customers; or too many callers (queue overflow) for agent placements.
<b>Granular statistic on agent and call queue performance</b>	At-a-glance snapshot on the performance of the call queue and agents, statistics data can be used for workforce management or agent performance review.
<b>Agent activities log</b>	Activities including log in, log out, pause, and ring-no-answer are logged.
<b>Customizable call report</b>	Flexible reporting feature provides the ability to generate call reporting for shift planning and trend analysis. Reports can be generated on-demand or by schedule in HTML, PDF, or CSV format.
<b>Detailed CDR</b>	Incoming calls are logged step-by-step in detail for ease of tracking and troubleshooting.

*Add call center functions to FortiVoice Enterprise telephone systems for high-volume service facilities.*

## Highlights

- Intuitive web console for agents and managers
- Granular role-based access control
- Flexible call distribution including skill-based routing
- Customizable call reporting
- Detailed CDR for call tracking

## ORDER INFORMATION

Product	SKU	Description
FortiVoice Enterprise Call Center Base License	FVE-CALLC-BASE	Base license for stackable FVC Enterprise Call Center (includes 10 agents)
FortiVoice Enterprise Call Center License	FVE-CALLC-5	License to add 5 agents to FortiVoice Enterprise Call Center



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