

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 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 and Benefits



Dynamic call center agents	Call center agent can log in, log out or pause on-demand.
Web-based console	Agent or manager can answer the call or monitor the queue and agent status in real time.
In-call prioritization	Agent can transfer or adjust caller's priorities in a queue.
Customizable call queue	Caller hold time and position can be announced at configured intervals to the caller, in addition to customizable messaging.
Flexible call distribution	Policies include skill-based routing, round robin, sequential, least recent, and fewest calls to ensure calls are distributed fairly and efficiently.
Call identification	Distinctive ring pattern, caller ID, and queue name announcement can be applied so that agents can distinguish different queues when answering a call.
Call handling for queue	Call handling is customizable according to conditions such as call overflow, waiting timeout, and after business hours.
Role-based access control	Granular access control allows managers to barge in, coach, record, transfer call, and monitor queues as needed.

continued



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

Key Features and Benefits



Service-level alert	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.
Granular statistic on agent and call queue performance	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.
Agent activities log	Activities including log in, log out, pause, and ring-no-answer are logged.
Customizable call report	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.
Detailed CDR	Incoming calls are logged step-by-step in detail for ease of tracking and troubleshooting.

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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