

FortiVoice™ Call Center

Tailored for world-class customer experience

An efficient call center solution helps improve customer interaction and agent productivity for optimal business success. The FortiVoice Call Center solution empowers your call center teams to maximize business outcome with all-inclusive capabilities in one easy-to-use interface. Your agents and team managers have all they need to deliver a personalized customer experience. Featuring smart skill-based routing, role-based control, advanced reporting, and more, FortiVoice Call Center accelerates your team performance so that your agents will never miss a customer satisfaction opportunity.



Key Features and Benefits



Dynamic call center agents	Call center agent can log in, log out or pause on-demand.
Easy-to-use console	Agent or manager can answer or transfer 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.
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

Add FortiVoice Call Center add-on licenses for your teams to enable call center capabilities and turn your FortiVoice Unified Communications solution to a comprehensive call center solution.

Product	SKU	Description
FortiVoice Call Center Base License	FVE-CALLC-BASE	Base license for stackable FortiVoice Call Center (includes 10 agents)
FortiVoice Call Center License	FVE-CALLC-10	License to add 10 agents to FortiVoice Call Center
	FVE-CALLC-100	License to add 100 agents to FortiVoice Call Center



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