



FortiVoice - User Portal Guide

Version 6.0.8

FORTINET DOCUMENT LIBRARY

<https://docs.fortinet.com>

FORTINET VIDEO GUIDE

<https://video.fortinet.com>

FORTINET BLOG

<https://blog.fortinet.com>

CUSTOMER SERVICE & SUPPORT

<https://support.fortinet.com>

FORTINET TRAINING & CERTIFICATION PROGRAM

<https://www.fortinet.com/support-and-training/training.html>

NSE INSTITUTE

<https://training.fortinet.com>

FORTIGUARD CENTER

<https://www.fortiguard.com>

END USER LICENSE AGREEMENT

<https://www.fortinet.com/doc/legal/EULA.pdf>

FEEDBACK

Email: techdoc@fortinet.com



February 23, 2021

FortiVoice 6.0.8 User Portal Guide

26-608-633864-20210223

TABLE OF CONTENTS

Change log	5
Introduction	6
Logging in to the FortiVoice user portal	7
Call history	8
Viewing call details	8
Searching call records	8
Filtering call records	9
Saving call records	9
Adding a personal contact	9
Blocking a phone number	9
Voicemail	10
Displaying your voicemails	10
Playing a voicemail	10
Deleting a voicemail	10
Sending a voicemail to another extension	11
Downloading a voicemail	11
Contact and corporate directory	12
Calling a contact	12
Adding a personal contact	12
Editing a personal contact	13
Deleting a personal contact	13
Importing a list of personal contacts	13
Exporting a list of personal contacts	13
Updating a personal contact favorite list	14
Updating a speed dial list of personal contacts	14
Configuring a personal block list	14
Call handling	16
Managing a call	16
Quick call handling	18
Follow me setting	18
Do not disturb setting	19
Customizing a sound file for an announcement	19
Call recording	21
Fax	22
Viewing a fax received on your extension	22
Sending a fax	22
Viewing a fax sent from your extension	23
Monitoring a fax extension	23
Calendar, reminder, and conference	24
Accessing the calendar	24

Adding a calendar reminder	24
Adding a conference call event	25
Exiting the calendar	27
Preferences	28
Programmable keys	32
Softclient	34
Displaying the softclient QR code for scanning	34
Displaying FortiFone softclient details	35
Revoking a FortiFone softclient license	35
Operator console	36
Opening the Operator console	36
Managing active calls	36
Making a call	37
Managing parked calls	37
Checking the directory	37
Managing hotel room status	37
Showing the Room Status widget	38
Editing the room settings	38
Setting up or editing a wake up call	38
Call center console	39
Logging in to the call center console	40
Logging in to queues	40
Checking the queue status	42
Taking a pause from queues	43
Resuming taking calls from queues	43
Managing widgets	44
Widgets	44
Waiting Caller	45
Active Call	46
Recent Calls	48
Directory	49
Agent	50
Queue Stat Today	53
Queue Agent Summary	54
Queue Callback List	55
Service-level alerts	55
Monitor view	56
Accessing the Monitor view	56
Logging out of queues	57
Logging out of the call center console	57

Change log

Date	Change description
2021-02-23	Initial release of the FortiVoice 6.0.8 User Portal Guide.

Introduction

The FortiVoice user portal allows you to perform the following functions:

- Check your call history for received, placed, or missed calls.
- Check your voicemail including playing, deleting, forwarding, or saving voicemails.
- Manage your business and personal contacts, and view the business and corporate phone directories.
- Manage how the phone system handles your phone calls.
- Check your recorded calls including playing, deleting, or saving the recorded calls.
- Receive and send faxes.
- Configure your extension according to your preferences.
- Use the Operator console to process organization calls.
- Use the Call center console to process call queues.



Available functions may vary depending on the privileges assigned to your phone extension by your FortiVoice system administrator.

Logging in to the FortiVoice user portal

Use this procedure to log in to the FortiVoice user portal.

Prerequisites

- Ask your FortiVoice system administrator for the IP address or FQDN (and access port, if required) of the FortiVoice phone system that is managing your extension.
- Know your phone extension on the FortiVoice phone system and user password for web access.
- Use one of the recommended web browsers. For details, see the [FortiVoice Phone System Release Notes](#).

Procedure steps

1. Open a web browser and go to `https://<IP_address_or_FQDN>/voice`.
Where <IP_address_or_FQDN> is the IP address or the FQDN of the FortiVoice phone system. If the FortiVoice system administrator has changed the access port, then you must also include the port. For example: `https://<IP_address_or_FQDN>:446/voice`.
2. In **Extension**, enter your extension.
3. In **Password**, enter the user password for your extension.
4. Click **Login**.
The main page of the FortiVoice user portal appears.
The widget selection may vary depending on the privileges assigned to your phone extension by your FortiVoice system administrator.

Call history

The **Call History** menu displays all incoming and outgoing calls made to and from your extension. Your phone call records include the following details:

- Caller and receiver
 - The FortiVoice system administrator can enable the **Match personal contact** option. This option can affect the content in the **From (Name)** column of the **Call History**. With this option enabled, you can observe the following behavior: When an extension receives a phone call from a caller that already exists in the **Personal Contact** list, the **Call History** list will show the same ID (or caller ID) as the one used in the **Personal Contact** list.
- Time of the call
- Call duration
- Call status or disposition
- Call direction
- Call type


This section includes the following topics:

- [Viewing call details on page 8](#)
- [Searching call records on page 8](#)
- [Filtering call records on page 9](#)
- [Saving call records on page 9](#)
- [Adding a personal contact on page 9](#)
- [Blocking a phone number on page 9](#)

Viewing call details

1. In the **Call History** list, double-click on an entry.
2. You can view details in the following sections:
 - Call information
 - Detail information
 - Call flow

Searching call records

1. In **Call History**, click the **Search** button .
2. Enter a search string and press Enter.

Filtering call records

You can apply additional filtering by selecting options available under the **Direction** and **Disposition** drop-down menus.

Saving call records

You can save call records (all or from a search result) to a CSV file.

1. In **Call History**, click **Download**.
2. Select **All** or **Search Result**, as applicable.
3. Select **Save File**.
4. To save the CSV file, click **OK**.

Adding a personal contact

You can select a caller in the call history to create a new personal contact.

1. In **Call History**, select the caller that you want to add to your personal contacts.
2. Select **More Action > Add to Contact**.
3. Add a unique **Display Name** and other details for this contact.
4. Click **Create**.
5. To verify that the contact is in the personal contact list, go to **Contact > Personal Contact**.

Blocking a phone number

To prevent a caller from calling your extension, add the caller's phone number to the personal block list.



To block phone numbers, the FortiVoice phone system administrator must enable the personal block list option.

1. In **Call History**, select the phone number that you want to block.
2. Select **More Action > Block**.
3. To confirm, click **Block**.
4. To verify that the phone number is in the block list, go to **Contact** and click **Personal Block List**.

Voicemail

The **Voicemail** menu allows you to manage your voicemails.

This section includes the following topics:


- [Displaying your voicemails on page 10](#)
- [Playing a voicemail on page 10](#)
- [Deleting a voicemail on page 10](#)
- [Sending a voicemail to another extension on page 11](#)
- [Downloading a voicemail on page 11](#)

Displaying your voicemails

Use this procedure to display your voicemails including urgent and old ones.

1. Go to **Voicemail**.
2. From the drop-down menu, select one of the following filter choices:
 - **All**: Shows all voicemails for your extension.
 - **Inbox**: Shows new voicemails. After you listen to a voicemail, the system moves the voicemail to the **Old** list.
 - **Urgent**: Shows voicemails marked as urgent by the caller.
 - **Old**: Shows voicemails that you have already listened to.

Playing a voicemail

1. Go to **Voicemail**.
2. In the list, locate the voicemail that you want to listen to.
3. Click **Play** .

Deleting a voicemail

1. Go to **Voicemail**.
2. In the list, locate the voicemail that you want to delete.
3. At the beginning of the row, select the checkbox for that voicemail.
4. Click **Delete**.

Sending a voicemail to another extension

1. Go to **Voicemail**.
2. In the list, locate the voicemail that you want to forward to another extension.
3. At the beginning of the row, select the checkbox for that voicemail.
4. Click **Forward**.
5. In **Forward to**, select the extension.
6. Click **OK**.

Downloading a voicemail

1. Go to **Voicemail**.
2. In the list, locate the voicemail that you want to download.
3. At the beginning of the row, select the checkbox for that voicemail.
4. Click **Download**.
5. To confirm the download of the WAV file, click **OK**.

Contact and corporate directory

The **Contact** menu displays all of the extensions in your organization, including details such as display name on the phone, main number, and location.

You can filter contacts by **Personal Contact**, **Business Contact**, or **Directory** from the top drop-down menu.

You can sort the **Personal Contact**, by using the following filters:

- **Sort by**: Allows you to show contacts by display name or main number.
- **Category**: Allows you to show contacts for speed dial, favorite, or all.



You can update the **Personal Contact** but the FortiVoice system administrator manages the **Business Contact** and **Directory**.

This section includes the following topics:

- [Calling a contact on page 12](#)
- [Adding a personal contact on page 12](#)
- [Editing a personal contact on page 13](#)
- [Deleting a personal contact on page 13](#)
- [Importing a list of personal contacts on page 13](#)
- [Exporting a list of personal contacts on page 13](#)
- [Updating a personal contact favorite list on page 14](#)
- [Updating a speed dial list of personal contacts on page 14](#)
- [Configuring a personal block list on page 14](#)

Calling a contact

To call an extension, initiate the click to dial by clicking the phone icon  next to the phone number.

Adding a personal contact

Use this procedure to add a contact to **Personal Contact**.


1. Go to **Contact > Personal Contact**.
2. Click .




Make sure to fill in the **Main Number** field. This field is mandatory.

3. Fill in the fields.
4. Click **Create**.

Editing a personal contact

1. Go to **Contact > Personal Contact**.
2. Select the box to the left of the display name, and then click .
3. Edit the contact details.
4. To save the changes, click **OK**.

Deleting a personal contact


1. Go to **Contact > Personal Contact**.
2. Select the box to the left of the display name, and then click .
3. To confirm, click **Delete**.

Importing a list of personal contacts




When you import a list of contacts, you overwrite any existing contacts in the personal contact list.

Use this procedure to import contacts from a file with data represented in a comma-delimited format also referred to as comma-separated values (CSV) in **Personal Contact**.

1. Go to **Contact > Personal Contact**.
2. Click  and select **Import**.
The File Upload dialog opens.
3. Find the CSV file to import and click **Open**.
The personal contact list includes the newly imported contacts.

Exporting a list of personal contacts



Use this procedure to export contacts from **Personal Contact** to a CSV file.

1. Go to **Contact > Personal Contact**.
2. Click  and select **Export**.

3. Choose to save the CSV file and click **OK**.


Updating a personal contact favorite list

Use this procedure to update a favorite list to add or delete a contact.

1. Go to **Contact > Personal Contact**.
2. To add a contact to a favorite list, click the star icon  next to the display name.
3. To remove a contact from a favorite list, click the star icon  next to the display name.
4. To show only favorites in the contact list, in **Category**, select **Favorite**.

Updating a speed dial list of personal contacts

You can associate a phone number with a key pad number and create a contact speed dial list. Use this procedure to add or delete a number from a speed dial list.

1. Go to **Contact > Personal Contact**.
2. Next to the main number, click the down arrow  .
 - a. To add a phone number to the speed dial list:
 - i. Select **Add to Speed Dial**.
 - ii. To associate the phone number with a key pad number, click a number in the list.
 - iii. Click **OK**.
 - b. To remove a phone number from the speed dial list, select **Remove from Speed Dial**.
3. To show only speed dial numbers in the contact list, in **Category**, select **Speed Dial**.


Configuring a personal block list

Use this procedure to maintain a phone number block list to prevent those defined numbers from calling your extension.

To block a phone number (not included in the personal contact list)

1. Go to **Contact > Personal Contact** and click **Personal Block List**.
2. Click **New**.
3. Enter a **Number**, and optionally a **Display name** and **Description**.
4. Click **Create**
5. To finish configuring your block list, click **Close**.

To block a phone number (included in the personal contact list)

1. Go to **Contact > Personal Contact**.
2. In the main number list, locate the number that you want to block.
3. Next to the main number, click the down arrow .
4. Select **Add to Block List**.
5. Optionally, add a **Description**.
6. To confirm, click **OK**.

Call handling

The **Call Handling** menu allows you to manage the call process. For example, you can configure the process to forward a call to another number on a specific schedule.

This section includes the following topics:

- [Managing a call on page 16](#)
- [Quick call handling on page 18](#)
- [Follow me setting on page 18](#)
- [Do not disturb setting on page 19](#)

Managing a call

1. Go to **Call Handling**.
2. Under **Setting**, select a call status from the drop-down menu. Your choices are:
 - Normal
 - No answer
 - Busy
 - Do not disturb
 - Phone not connected
 - Block list
 - Voicemail

Each status can only be used for one call management configuration.

If you select **Block list**, the call management configuration will apply to the numbers added in the **Personal Block List** configuration. See [Configuring a personal block list on page 14](#).

3. Set **Call Process** to either **System default action** or **User defined**.

The **System default action** changes depending on the status selected. As shown in the example, a **Normal** status means the system default action is **Ring Phone**.

Setting ▾

Configure how to handle calls when in status: Normal ▾

Call Process

☒ System default action (Ring Phone)

☐ User defined

+ New... Edit... Move ▾ Delete

Schedule	Call from	Action	Info
----------	-----------	--------	------

4. If you selected **User defined**, click **New** to define a call process according to a schedule.
 - Select a default **Schedule** for the call action. Once a schedule is assigned, you can click **View** to display the schedule details.
 - Select whether this call process applies to **Internal**, **Trunk**, and/or **Office peer** calls.
 - Select an **Action** for the call process. Multiple user defined call process actions can be defined to process a call in a specific sequence. For example, you can create one call process with a **Play announcement** action, followed by another with an **Auto attendant** action.

The **Default action** is the same as the system default action, determined by the call handling status.

 - If you select **Follow me**, select a follow me profile. For information on configuring follow me, see [Follow me setting on page 18](#).
This option is only available if your administrator enables call forwarding in your extension's user privilege.
 - If you select **Play announcement**, select a sound file. For information on configuring sound files, see [Customizing a sound file for an announcement on page 19](#).
 - If you select **Auto attendant**, select a default auto attendant.
 - If you select **Forward**, enter the number to which you want to forward the call. This option is available only if your administrator enables call forwarding in your extension's user privilege.
 - Click **OK**.
5. Your call process actions are shown. If necessary, you can change the order of the actions by selecting an action's checkbox and clicking **Move > Up** or **Move > Down**.

Call Process

☐ System default action (Ring Phone)
 ☒ User defined

+ New...

Edit...

Move

↑ Up

↓ Down

Delete

	Schedule		Action	Info
<input checked="" type="checkbox"/>	business_hour	Internal,Trunk,Office peer	Play announcement	welcome_default
<input type="checkbox"/>	business_hour	Internal,Trunk,Office peer	Auto attendant	auto_attendant_default

6. Click **OK**.

Quick call handling

Use Quick call handling to change your call handling settings for a short period of time and leave your regular call handling settings unaffected by this change. The quick call handling settings are tied to the settings under **Preferences** > **Quick Mode** (see [Preferences on page 28](#)).

You can manage Quick call handling by dialing a code to enter into a default mode and configure the call process for when your status is either **Out of office** or **Away**, or for another reason (**Other**).

To configure Quick call handling

- Go to **Call Handling**.
- Under **Quick call handling**, select a call status from the drop-down menu. Each status can only be used for one call management configuration.
- Under **Call Process**, click **New** to define a call process according to a schedule.
 - Select a default **Schedule** for the call action. Once a schedule is assigned, you can click **View** to display the schedule details.
 - Select whether this call process applies to **Internal**, **Trunk**, and/or **Office peer** calls.
 - Select an **Action** for the call process. Multiple call process actions can be defined to process a call in a specific sequence.
 - Click **OK**.
- Click **OK**.

Follow me setting

This feature allows a call to your extension to be transferred to another destination when you are not available.

To configure follow me

1. Go to **Call Handling**.
2. Under **Follow Me Setting**, click **New**.
3. Enter a **Name**.
4. Under **Follow Me Numbers**, click **New** to enter a phone number to which the call to your extension can be transferred.
Additionally, define the **Ring duration** in seconds. This setting defines how long to ring the Follow Me number before following the No Answer call handling setting of the extension. Click **OK**.
5. Click **OK**.

Repeat the steps to add more numbers if you want to transfer a follow me call to multiple numbers in a sequence. The numbers will be dialed according to the sequence in the follow me setting.

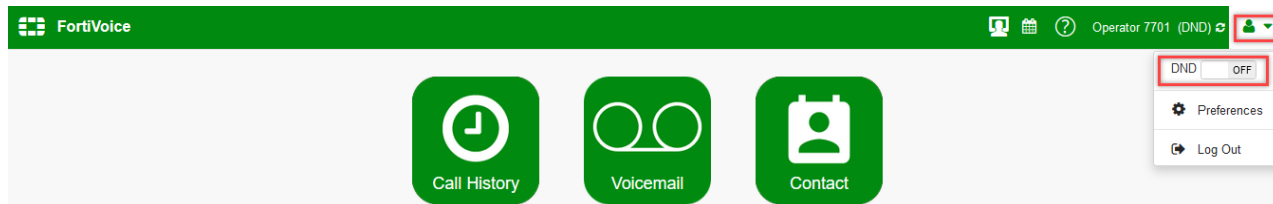
Do not disturb setting

You can enable the do not disturb (DND) setting for your extension.

When you enable the DND setting, the FortiVoice phone system sends your calls to your voicemail unless you have changed the setting in [Managing a call on page 16](#).

To enable the DND (do not disturb) setting for your extension

1. Go to **DND**.



2. Turn on the **DND** toggle.

Customizing a sound file for an announcement

When configuring user defined **Call Process** settings under **Call Handling**, you have the option to set the **Action** to **Play announcement**. You must then assign a sound file to play, or create one.

For more details about the call process configuration, see [Call handling on page 16](#).



If you want to upload a sound file, make sure that the file meet the following requirements:

- WAVE (.wav) format
- 8 bit, 8 Khz, mono

To customize a sound file

1. Go to either **Call Handling > Setting** or **Call Handling > Quick call handling** and click **New** under **Call Process**.
Note that **Quick call handling** is used to determine the call process for when your status is either **Out of office** or **Away**, or for another reason (**Other**).
2. Assign a **Schedule** as necessary, and determine whether this call process applies to **Internal**, **External**, and/or **Office peer** calls.
3. Set **Action** to **Play announcement**. A **Sound file** drop-down menu appears.
4. Click **New** (the plus + icon) next to the drop-down menu.
5. Enter a **Name** for the sound file.
6. In **Action**, you have two options:
 - a. **Option 1:** Record your announcement.
 - i. Click **Call me**. A message appears stating that a voice recording request (or call) has been sent to your extension.
 - ii. Answer the call and record your announcement using the phone.
 - iii. Click **Yes** when you have finished recording your announcement.
 - iv. To save the recorded announcement, click **Download**.
 - b. **Option 2:** Import a preexisting audio file.
 - i. Click **Upload**.
 - ii. Select the WAV file. Make sure that the file meet the requirements (8 bit, 8 Khz, and mono).
 - iii. Click **Open**.
7. Click **Close** and click **OK** to finish the call process configuration.

Call recording

The **Call Recording** menu displays all your recorded calls.

FortiVoice allows you to record phone calls to have a permanent record of particularly important phone calls.



FortiVoice supports two types of recordings:

- **Personal recording:** You can access your phone call recordings from the FortiVoice user portal.
- **System recording:** With the administrator privilege, you can access phone call recordings from the FortiVoice web-based manager. For more details about this recording type, see the Call recording section in the [FortiVoice Cookbook](#).

Prerequisites

- **To record a phone call:** Make sure that the FortiVoice system administrator applies a user privilege, with the monitor/recording, personal recording option enabled, to your extension.
- **To access a phone call recording:** Make sure that the FortiVoice system administrator applies a user privilege, with the user portal, call recording option enabled, to your extension.


To record a phone call



Before recording a phone call, have the agreement of the person you are talking with or check your local laws regarding phone recording.

1. During a phone call, start the personal recording by pressing *30.
2. To pause a personal recording, press *31. To resume the recording, press *30 again. The recording will continue until you hang up.

To manage recorded phone calls

1. Go to **Call Recording**.
2. Select a recorded call.
3. Perform one of the following actions:
 - To listen to the recorded phone call, click .
 - To remove the recorded phone call, click **Delete**. To confirm the deletion, click **Yes**.
 - To send the recorded phone call to another extension, click **Forward**. Select the extension and click **OK**.



When you download multiple recorded phone calls at the same time, they are saved in the TGZ file format. To decompress and extract the recorded phone calls from this file, use a third-party tool that supports the TGZ file format.

- To save the recorded phone call (WAV file format), click **Download**. Select to save the file and click **OK**.

Fax

The **Fax** menu allows you to send and receive faxes. If your administrator enables you to monitor a fax extension, you can also manage all faxes received on that fax extension.

This section includes the following topics:

- [Viewing a fax received on your extension on page 22](#)
- [Sending a fax on page 22](#)
- [Viewing a fax sent from your extension on page 23](#)
- [Monitoring a fax extension on page 23](#)

Viewing a fax received on your extension

1. Go to **Fax > Inbox**.
2. Locate the row for the fax that you want to view.
3. Go to the **Download** column and click the link.

Sending a fax

1. Go to **Fax** and click **New**.
2. Configure the following fields:

GUI field	Description
To	Enter the fax number to which you want to send the fax.
Attachment (PDF and JPEG only)	Click the plus (+) icon to locate the fax you want to send as either a PDF or JPEG attachment.
Advanced	
FAX header	Enter the fax header such as the receiver's name, subject, or number of pages.
Station ID	Enter a station ID that shows on each fax sent from the FortiVoice unit.

3. Click **Send**.

Viewing a fax sent from your extension

1. Go to **Fax > Sent**.
2. Locate the row for the fax that you want to view.
3. Go to the **Download** column and click the link.

Monitoring a fax extension

1. If your administrator has enabled you to monitor incoming faxes on a fax extension, go to **Fax > Monitor**.
2. Locate the row for the fax that you want to view.
3. Go to the **Download** column and click the link.
4. To delete the fax, select the checkbox to the left, and click **Delete**.
5. To resend the fax, select the checkbox to the left, and click **Resend**.
6. To forward the fax, select the checkbox to the left, and **Forward**.

Calendar, reminder, and conference

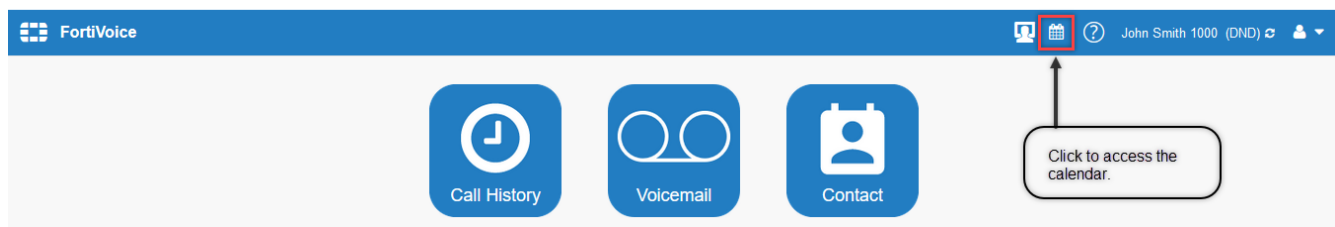
In **Calendar**, you can configure the following events:

- **Reminder** - Add a reminder event in your calendar and set the extensions to which you want to send the event reminder calls.
- **Conference** - Add a conference call event in your calendar and invite attendees by email.

This section includes the following topics:

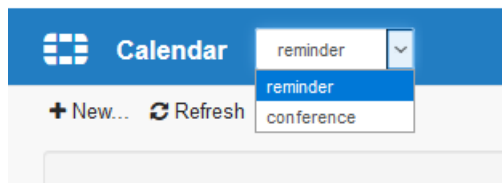
- [Accessing the calendar on page 24](#)
- [Adding a calendar reminder on page 24](#)
- [Adding a conference call event on page 25](#)
- [Exiting the calendar on page 27](#)

Accessing the calendar




Adding a calendar reminder

1. In **Calendar**, select **reminder**. If you do not have the privilege to organize conference calls, then reminder is the only choice in the list.



2. In the monthly calendar, double-click a date.

3. Complete the following fields:

GUI field	Description
Title	Add a name for the reminder event.
Description	Optionally, add a description for the reminder event.
Location	Optionally, add a location for the reminder event.
Start time	 <p>The start time uses the time zone setting available in Preferences > Display Preference.</p> <hr/> <p>Specify when the reminder event starts.</p>
Recurrence	If you want the reminder event to be on a repeating schedule, click None , update the settings, and click OK .
Guest	Select the internal and external phone numbers to which you want to send the event reminder call.
Reminder audio	<p>To send a reminder audio to the selected guest phones, select one of the following options:</p> <ul style="list-style-type: none"> • Default: Select to send a beep sound as the reminder audio. To hear the beep sound, click Play. • Customized: Select to customize the reminder audio. <ul style="list-style-type: none"> a. Click Create New. b. You have two options to create a customized message: <ul style="list-style-type: none"> • Option 1: Select an extension and click Call me. You can then follow the prompts to create a new message. • Option 2: To upload a message that you have already recorded, click Upload. Make sure that the file meets the following requirements: 8 bit, 8 Khz, mono, and WAV file format. c. Click Close.

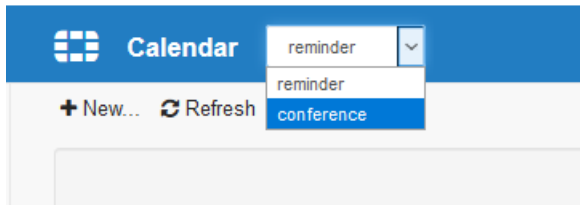
4. To save the reminder event, go near the top of the window and click **OK**.

Adding a conference call event





To have access to **Conference**, the FortiVoice system administrator must give you the privilege to organize conference calls.

1. In **Calendar**, select **conference**.



2. In the monthly calendar, double-click a date.
3. Complete the following fields:

GUI field	Description
Title	Add a title for the conference call event.
Conference ID	The ID associated with the conference call. This field is read-only.
Attendee PIN	The PIN that an attendee must enter to join the conference call. You can use the one generated by the system or change it.
Organizer PIN	The PIN that you must enter to host a conference call. Select one of the following options: <ul style="list-style-type: none"> • Use voicemail PIN - This code is also used to access your voicemail messages and is stored on the FortiVoice phone system under Extension > Extension > User Setting, Phone Access. • Use personal code - This code is also used to access restricted calls and is stored on the FortiVoice phone system under Extension > Extension > User Setting, Phone Access. • Specific - You can specify your own code.
Description	Optionally, add details about this conference call event.
Location	Optionally, add information about the location of this conference call event.
Start time	<div>  <p>Both start and end times use the time zone setting available in Preferences > Display Preference.</p> </div> <hr/> <p>Select the time for the conference call event to start. If the event will last all day, do not select a start time.</p>
End time	<p>Select the time for the conference call event to end. If the event will last all day, do not select an end time.</p>
All day event	If the duration of the conference call will be an entire day, select the check box.
Recurrence	If you want the conference call event to be on a repeating schedule, click None , update the recurrence settings, and click OK .

GUI field	Description
Attendee	 <p>You can add a maximum of 20 attendees to a conference.</p> <ol style="list-style-type: none"> 1. Click Add Attendee. 2. For every attendee, add an email and a display name, and click Create. 3. Repeat for every attendee.

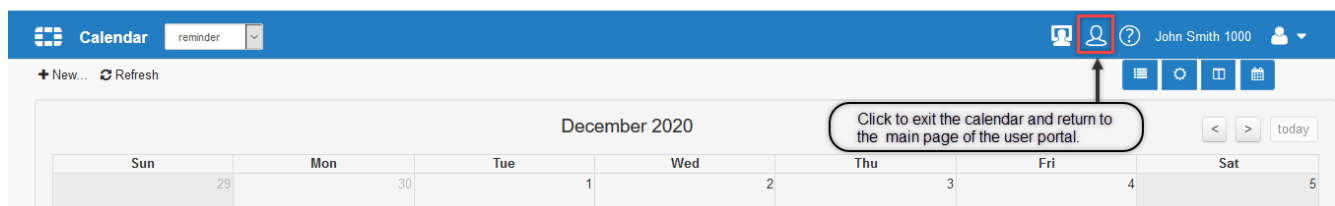
4. To save the conference call event, go near the top of the window and click **OK**.

Example email received by an invited attendee

Juliet [redacted] has invited you to a Conference Call - Marketing meeting	
Subject:	Marketing meeting
Organizer:	Juliet [redacted] - [redacted]@gmail.com'
When:	Thu Jun 04 2020 06:30
Location:	Ottawa
Conference ID:	903903
Conference PIN:	193311
Access:	Please dial ext 7501 to attend this conference.
Attendees:	Nathalie - [redacted]@fortinet.com'
Description:	New phone models

Attending? [Accept](#) - [Tentative](#) - [Reject](#)

Exiting the calendar



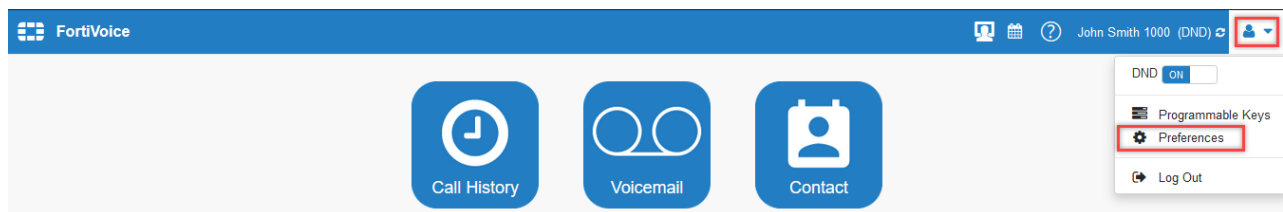
Preferences

The **Preferences** menu allows you to perform the following tasks:

- Enabling call forward.
- Setting the idle time period before you are logged out of the user portal.
- Changing the PIN number to access for your voicemail.
- Changing the user password to access the user portal.
- Displaying the softclient QR code for scanning.
- Updating user portal display preferences (language, theme, and time zone).
- Settings preferences for incoming calls (retain original caller ID, call screening, record caller name, ring duration, and call waiting).
- Using quick mode settings to configure a secondary set of call handling rules that do not affect your regular call handling settings.
- Configuring notification, voicemail, and conferencing options
- Enabling simple or scheduled twinning settings.

To set extension preferences

1. Go to **Preferences**.



2. Configure the following fields:

GUI field	Description
User Setting	
Number	Displays your extension number (read-only).
Display name	Displays the caller ID on the extension, usually the name of the extension user (read-only).
Emergency caller ID	Displays the caller ID to display on the destination phone when the emergency number is dialed (read-only).
External caller ID	Displays a particular caller ID on a called phone instead of the FortiVoice main number or the trunk phone number (read-only). The format must be <code>name<phone number></code> , such as <code>jdoe<2221111234></code> . If you are not sure about this feature, contact your administrator for more information.
Call forward	Enable to forward phone calls and enter the phone number to forward the

GUI field	Description
	calls.
Idle timeout	Enter the duration of time in minutes before you are logged out of the user portal. Set the value between 1 and 1440 (maximum of one day in minutes).
Change PIN number	Click to enter and confirm a new PIN for accessing your voicemail. You must enter your current PIN before choosing a new PIN.
Change User Password	Click to enter and confirm a new user password for accessing the user portal. You must enter your current password before choosing a new password.
Click and scan to login softclient	Click to view and scan your softclient QR code. To scan the QR code, open the FortiFone softclient application on your smartphone and go to Account > Scan QR Code . For more details, see the FortiFone Softclient User Guide .
Display Preference	
Default portal	Set the default portal to open when you log in: User portal (by default), Operator console , or Call center console . For more information about the different consoles, see Call center console on page 39 and Operator console on page 36 .
Phone language	Set the phone language for the extension.
Web language	Set the user portal language (English by default).
Theme	Set the display color theme for the user portal (Green by default).
Time zone	Set the time zone for the user portal (GMT -8:00 Pacific Time US & Canada by default).
Incoming Calls	
Retain original caller ID	Enable to display the original caller's number of an incoming call.
Call screening	Enable to request callers to state who they are and why there are calling when receiving an incoming call, allowing you to safely answer expected calls or cancel unwanted and spam calls.
Record caller name	Enable to record the names of incoming callers.
Ring duration	Specify the duration of time in seconds that incoming calls will ring for before going to voicemail.
Call waiting	Enable to allow you to answer an incoming call while on another call.
Quick Mode	
Effective mode	<p>With this temporary setting, you configure a secondary set of call handling rules that do not affect your regular call handling settings. You can configure this setting so calls can automatically follow regular call handling.</p> <p>Use this section to define convenient quick mode schedule settings. Click any of the three modes to define their respective option (and time duration or time of day, if applicable):</p> <ul style="list-style-type: none"> To cancel quick mode and revert the system to its regular schedule, dial

GUI field	Description
	<p>*720.</p> <ul style="list-style-type: none"> To enable the Out of office schedule, dial *721. To enable the Away schedule, dial *722. To enable the Other schedule, dial *723.
Notification Options	
Voicemail	<p>Select the email notification option to use when this extension receives a voicemail:</p> <ul style="list-style-type: none"> None: Do not send a notification. Simple: Send an email notification. With attachment: Send an email notification with the voicemail attached.
Fax	<p>Select the type of email notification option to use when this extension receives a fax:</p> <ul style="list-style-type: none"> None: Do not send a notification. Simple: Send an email notification. With attachment: Send an email notification with the fax attached.
Missed call	<p>Enable to send an email notification when you miss an incoming call.</p>
Email address	<p>Enter the email address(es) to which you would like email notifications for voicemails, faxes, and missed calls to be sent.</p>
Voicemail Options	
Voicemail handling	<p>Enable to allow a caller to press 0 to talk to the operator during an announcement.</p>
Name	<p>Set to Standard to use the system default name for the voicemail (the extension number), or set to Personal to use your own name for the voicemail.</p> <p>If you select Personal, click Call me to record your own message using the phone, or click Upload to import a pre-existing sound file. An uploaded sound file must be a WAVE file in mono 16 bit PCM (8000 Hz) compression format.</p>
Greeting	<p>Select the voicemail greeting mode and greeting content. Click Audio file to record or import a sound file for various scenarios, depending upon the greeting type selected:</p> <ul style="list-style-type: none"> Standard: The default system defined greeting. Simple: The greeting that applies to any time. Scheduled: The greeting that comes with a schedule. Click New to add a system Schedule and assign a Greeting. Conditional: The greeting that applies when you are either busy or unavailable.
Conferencing Options	

GUI field	Description
	<div data-bbox="631 270 712 375"> </div> <p data-bbox="761 281 1380 375">To access conferencing options, your FortiVoice system administrator must add your extension to the user conferencing call feature.</p> <hr/> <p data-bbox="586 422 1243 449">To add a conference announcement, you have two options:</p> <ul data-bbox="602 457 1443 653" style="list-style-type: none"> <li data-bbox="602 457 1443 548">• Option 1: Initiate the creation of an announcement by clicking Call me, answer your extension, and follow the prompts to record the announcement. <li data-bbox="602 556 1443 653">• Option 2: To upload an announcement that you have already recorded, click Upload. Make sure that the file meets the following requirements: 8 bit, 8 Khz, mono, and WAV file format.
Twinning Setting	
Setting	<div data-bbox="631 743 712 848"> </div> <p data-bbox="761 753 1414 848">To access the twinning setting, your FortiVoice system administrator must enable twinning in the user privilege for your extension.</p> <hr/> <p data-bbox="586 894 1451 953">Twinning allows an external telephone (cell phone or home phone) to replicate your internal office extension.</p> <ul data-bbox="602 961 1414 1094" style="list-style-type: none"> <li data-bbox="602 961 1045 989">• Disabled: Select to disable twinning. <li data-bbox="602 997 1414 1024">• Simple: Select to configure basic twinning by adding a phone number. <li data-bbox="602 1033 1414 1094">• Scheduled: Select to configure twinning by adding phone numbers based on a schedule or multiple schedules (three maximum).

- When you have finished customizing your preferences, click **OK**.

Programmable keys



The FortiVoice user portal only shows the Programmable Keys menu, if you are using a FortiFone that supports programmable keys.

The **Programmable Keys** menu allows you to program phone keys for specific functions and easier call control. Your FortiVoice system administrator can define keys as admin-assigned (Phone System > Profile > Programmable Keys). You cannot customize these keys. However, your FortiVoice system administrator can also define other keys as user-assigned, allowing you to program them yourself from the user portal.



Keys 1 and 2 are reserved by default and you cannot edit them. Your FortiVoice system administrator may choose to reserve up to the first four lines. Either the administrator or the user can assign a maximum of 36 programmable keys with 12 keys per **Page**.

To set programmable keys

- 1. Go to **Programmable Keys**.

Programmable Keys

Set Programmable Phone Key

Page 1

Option:	Function	Resource	Label
1.	Reserved	Reserved	Reserved
2.	Reserved	Reserved	Reserved
3.	Extension appearance	126 (126)	126 (126) 126
4.	Line appearance	100_126_241 (1)	100_126_241
5.	--User Assigned--		
6.	--User Assigned--		
7.	--User Assigned--		
8.	--User Assigned--		
9.	--User Assigned--		
10.	--User Assigned--		
11.	--User Assigned--		
12.	--User Assigned--		

Page 2

Page 3

OK

Cancel

DND OFF

Programmable Keys

Preferences

Log Out

In the list, you can see which keys are reserved, admin-assigned, and user-assigned.

For this example extension, the user has one **Page**, or twelve keys. Lines 1 and 2 designated as **Reserved**, followed by two more lines that have been admin-assigned to specific functions. The remaining keys are designated as **User Assigned**. If necessary, contact your administrator to get more user assigned keys, which would then be configured under **Page 2** and **Page 3**.

2. For each **User Assigned** key, complete the following fields:
 - In **Function**, select the type of action to occur when you press the programmable key.
 - In **Resource**, select the result of the selected function. For example, if you select *Extension appearance* as the function, then you can choose which extension to monitor as the resource.
 - In **Label**, enter a name that will appear beside the programmable key on the FortiFone.
3. Click **OK**.

Softclient

With the FortiFone softclient (Android, iOS, or desktop), you stay connected to the office, never missing an important call. You transform your device into an extension connected to the FortiVoice phone system.



To display softclient details in the FortiVoice user portal, the FortiVoice system administrator must upload the required softclient license and set the softclient license allocation for your extension.

This section includes the following topics:

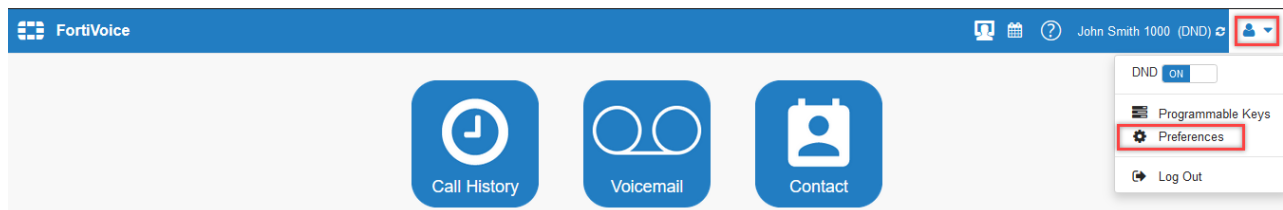
- [Displaying the softclient QR code for scanning on page 34](#)
- [Displaying FortiFone softclient details on page 35](#)
- [Revoking a FortiFone softclient license on page 35](#)

Displaying the softclient QR code for scanning

The FortiFone softclient (Android or iOS) installation requires that you display the softclient QR code on your PC screen for scanning.

For more details about installing, configuring, and using the FortiFone softclient, see the [FortiFone Softclient User Guide \(Android or iOS\)](#).

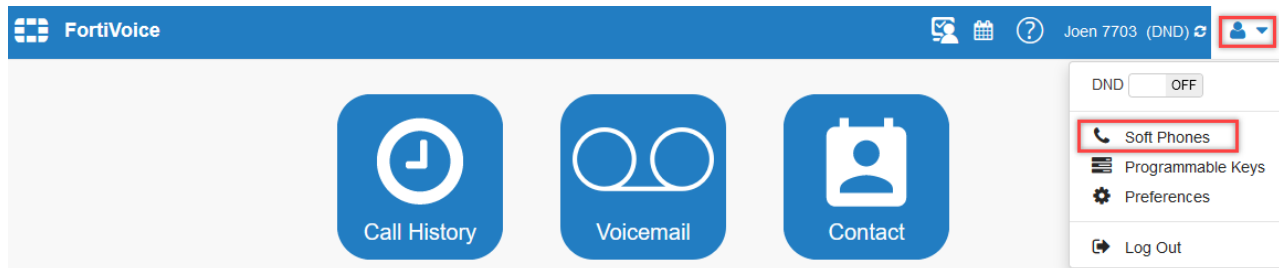
1. Go to **Preferences**.



2. In **User Setting**, click the link **Click and scan to login softclient**.
The QR code displays on the screen.
3. When the FortiFone softclient on your mobile device is ready to scan the QR code, point your mobile camera at the PC screen displaying the QR code.

Displaying FortiFone softclient details

1. Go to **Soft Phones**.



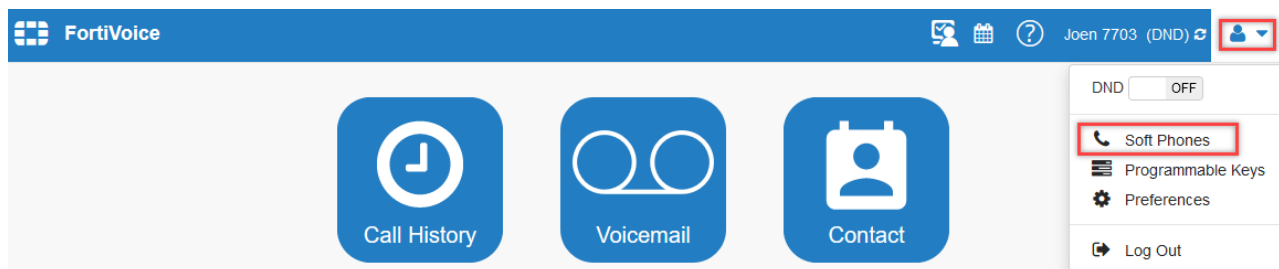
The FortiVoice user portal displays softclient details. Here is an example:

Extension Number	Client Version	Phone Info	OS Platform	OS Version	Revoke
7703	3.0.6.114	builder-OptiPlex-3	Linux	ubuntu 18.04.5 LTS	

Revoking a FortiFone softclient license

You can revoke a license for a device that you no longer want associated with your extension and managed by the FortiFone softclient.

1. Go to **Soft Phones**.



2. For the softclient license that you want to remove, go to the **Revoke** column and click .

Extension Number	Client Version	Phone Info	OS Platform	OS Version	Revoke
7703	3.0.6.114	builder-OptiPlex-3	Linux	ubuntu 18.04.5 LTS	

3. To confirm, click **Delete**.

Operator console




To have access to the **Operator console**, the FortiVoice system administrator must assign the operator role (Phone System > Profile > User Privilege > Operator Role) to your extension.

In the **Operator console**, you can perform the following tasks:

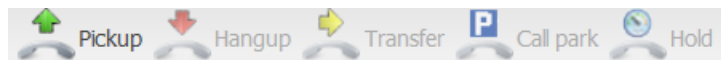
- Process phone calls on the web as your organization's phone operator.
- Manage hotel room status.

Opening the Operator console

To open the **Operator console**, go to the top of the portal window and click **Operator console** .

Managing active calls

When an active call appears in the **Active Call** widget, you can select the call and click the one of the following icons:



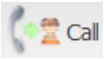
- Pick up the call
- Hang up the call
- Transfer the call by dragging and dropping it to an extension (or the voicemail of an extension) in **Idle**, **In Use**, **Busy**, **Ringing**, or **On Hold** status in the **Directory** widget.
- Park the call
- Hold the call

In the **Active Call** widget, you can filter the calls by category, direction, and status. The **Call** filter has the following options:

- **All**: Displays all phone calls.
- **Short**: Displays ringing calls and calls to and from the operator extension.
- **Mine**: Displays calls to and from the operator extension.

Making a call


If you need to make a call as your organization's phone operator using the Operator console, then you can do one of the following actions:

- Right-click an extension from the **Directory** widget and click **Call**.
- Click **Call**  and either enter or select an extension to call.

The **Active Call** widget shows the extension that you are calling.

Managing parked calls

Here is how the **Parked Call** widget works:

1. An extension parks a call on the system.
2. The call appears in the **Parked Call** widget of the Operator console.
3. In the list of the **Parked Call** widget, one of the users of the Operator console can then select the call, and click **Unpark**. The phone of that Operator console user rings with the parked call.
4. To refresh the list of parked call, click Refresh .

Checking the directory

The **Directory** widget lists the extensions for your organization. You can filter the extensions by user, group, conference, location, and type.

Managing hotel room status



Prior to accessing the Room Status widget, make sure that the FortiVoice system administrator performs the following tasks on the FortiVoice phone system:

- Load the hotel management license.
- Configure the hotel management settings. For details, see the Working with Property Management System section in the [FortiVoice Phone System Administration Guide](#).
- Set the user privilege of your extension with the Operator Role - Hotel room active.

The Room Status widget shows the hotel room status which is related to the information available or updated on the FortiVoice phone system under Hotel Management > Room Status.

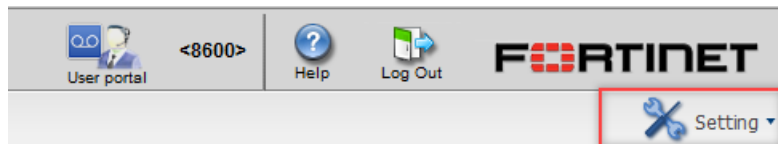
The Room Status widget uses dots with the following colors:

- Red - Shows that the status is disabled.
- Green - Shows that the status is enabled.

Showing the Room Status widget

If the Room Status widget is not visible, then perform this procedure to show this widget:

1. Click **Setting**.




2. Go to **Add Content > Room Status**.

Editing the room settings

1. Go to the row of the room that you want to edit.
2. In the first column, select the check box.
3. Click **Edit**.
4. Edit the settings, as required.
5. Click **OK**.

Setting up or editing a wake up call

1. Go to the row for the room that wants a wake up call.
2. In the **Wake Up** column, click wake up .
3. To create a new wake up call, click **New**.
To edit a wake up call, locate and expand the date in the Agenda list, and click on the wake up entry.
4. Edit the fields, as required.
5. Click **Create** or **OK**, as applicable.

Call center console

The call center console offers your organization an efficient way to receive, answer, and organize a large volume of phone calls.



To have access to the call center console, the FortiVoice system administrator must:

- Load the Call center license on the FortiVoice phone system.
 - Complete the call center setup. For details, see the [Setting up a call center section in the FortiVoice Phone System Administration Guide](#).
 - Enable and set up the call center option for your extension.
-

Depending on your agent or manager profile, you can perform the following functions:

- Pick up a waiting call.
- Transfer a waiting call to an extension.
- Adjust caller priorities in a queue.
- Pause and resume your agent status with reason codes.
- Manage agents (coach, listen, log in, log out, and pause and resume agent statuses with reason codes).
- Initiate a callback.
- Monitor agent and queues status in real time.
- Receive alerts by email, phone call, or pop-up window of prolonged waiting callers, too many callers (queue overflow) for the number of available agents.
- View call and agent details.
- View agent and queue statistics.

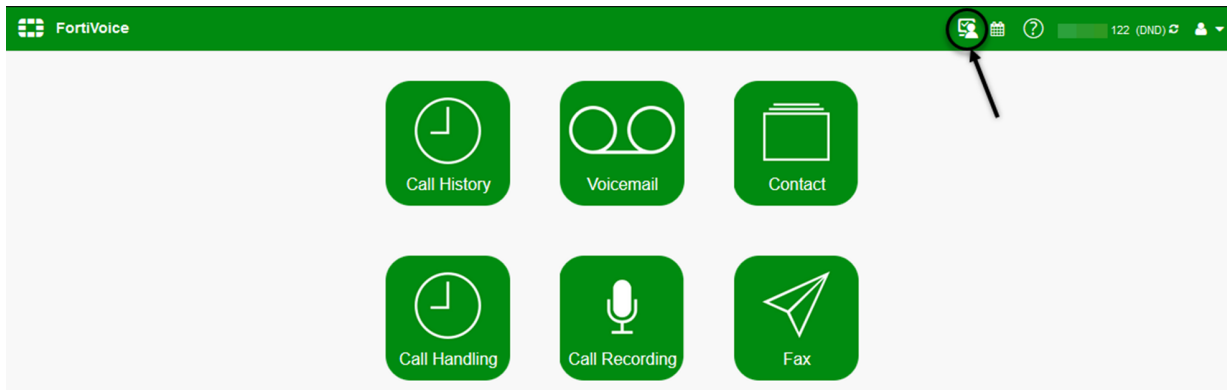
This section includes the following topics:

- [Logging in to the call center console on page 40](#)
- [Logging in to queues on page 40](#)
- [Checking the queue status on page 42](#)
- [Taking a pause from queues on page 43](#)
- [Resuming taking calls from queues on page 43](#)
- [Managing widgets on page 44](#)
- [Widgets on page 44](#)
- [Service-level alerts on page 55](#)
- [Monitor view on page 56](#)
- [Logging out of queues on page 57](#)
- [Logging out of the call center console on page 57](#)

Logging in to the call center console

1. To log in to the call center console, use one of the following two methods:

- **Using the FortiVoice user portal:** When logged in to the portal, click **Call center console** .



- **Using the direct access to the call center console:**
 - Ask your FortiVoice system administrator for the IP address or FQDN (and access port, if required) of the FortiVoice phone system that is managing your extension.
 - Know your phone extension on the FortiVoice phone system and user password for web access.
 - In a web browser, go to the following URL:
`https://<IP_address_or_FQDN>/agent`
 Where <IP_address_or_FQDN> is the IP address or FQDN of the FortiVoice phone system. If the FortiVoice system administrator has changed the access port, then you must also include the port, for example:
`https://<IP_address_or_FQDN>:446/agent`
 - Enter your extension and password.
 - Click **Login**.

2. You are now ready to go to [Logging in to queues on page 40](#).

Logging in to queues

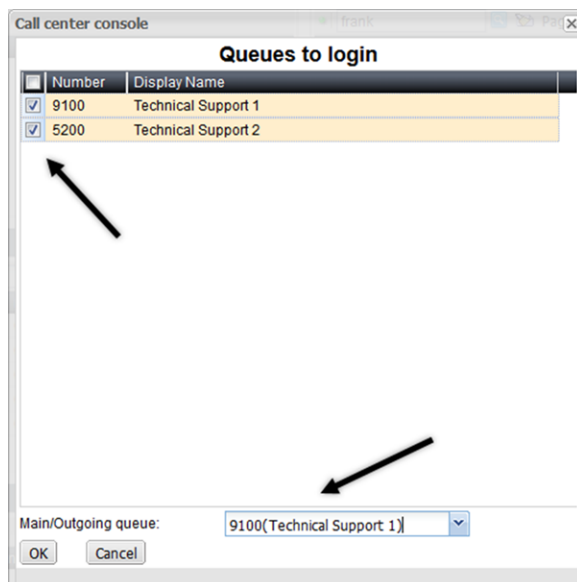
After logging in to the call center console, you need to log in to queues.

To log in to queues

1. Click .

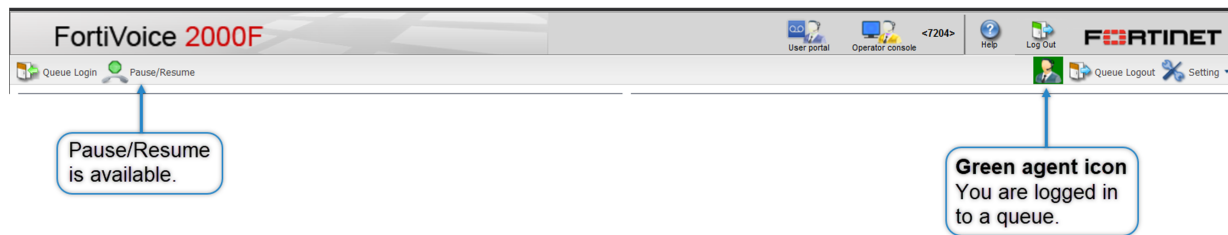


2. Select one or more queues from the list.
3. In **Main/Outgoing queue**, select a queue to specify the following behaviors:
 - **Main:** When you are a member of multiple queues, this selection addresses how calls are distributed to you. The queue you select is the one that rings your extension, if there is a possibility of multiple calls offered by multiple queues.
 - **Outgoing:** This queue is your default call queue used to track outbound calls such as taking a call from callback or returning a call. When the manager generates a queue report, the report includes outbound calls associated with the Main/Outgoing queue that you selected.
4. Click **OK**.



5. When you are logged in to the queues, you can see the following UI changes:
 - The **Pause/Resume** icon is available instead of grayed out.
 - Depending on the queue status, the **Agent** icon can be green or yellow. For more details about the queue

status, see [Checking the queue status on page 42](#).






Checking the queue status

The color of the **Agent** icon gives you an indication of the queue status.

To understand the queue status

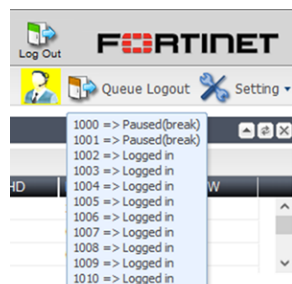
The following table lists the **Agent** icon colors and their descriptions:

Agent icon	Description
	Indicates that you are logged in to all the queues that you are a member of. You are ready to take calls.
	<ul style="list-style-type: none"> Indicates one of the following conditions: <ul style="list-style-type: none"> The status of one or more of your queues is set to <i>Pause</i>. If you are a member of multiple queues, you are logged in to at least one queue out of all the queues but not all of them. Indicates that the extension is <i>in use</i>.
	Indicates that you are logged out of queues.

To display the queue list and status

1. Hover over the **Agent** icon.

The UI displays a queue list with status.

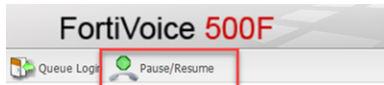


Taking a pause from queues

Take a pause from answering calls in queues without logging out of queues by assigning a pause reason code. Let's say that you initially assign *Lunch break* as the reason code but you will be attending a meeting immediately after lunch. The call center console allows you to reset the reason code to *Meeting* and extend your pause from answering calls in queues.

To assign a reason code

1. Click **Pause/Resume**.

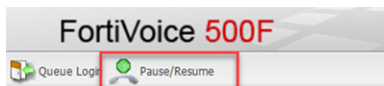


2. Click **Pause**.
3. Select queues.
4. Select a **Reason code**.
5. Click **OK**.

To reset a reason code

You can stay on pause from taking calls but you change the assigned reason code.

1. Click **Pause/Resume**.

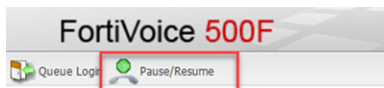


2. Click **Reset Reason Code**.
3. Select a new **Reason code**.
4. Click **OK**.

Resuming taking calls from queues

End your pause from queues and start answering calls again.

1. Click **Pause/Resume**.



2. Click **Resume**.

3. Select queues and click **OK**.

You are ready to take calls from queues.

Managing widgets

You can manage widgets to perform the following tasks:

- Minimize, maximize, refresh, close, and add widgets.
- Arrange the position of widgets in the call center console window.
- Search for content in a widget.
- Check the connection of a widget to the server.

Search for content in a widget

1. Type your search string.
2. Run the search query.

Clear the search box.

Change the location of a widget
Place your cursor in the top banner. Click and drag the widget to a new location in the console window.

Add a widget
Select **Add Content**. If there is a widget to add, select it from the list.

Refresh the widget

Close the widget

Minimize or maximize the widget

Check the connection of the widget to the server
Dot color and connection status:
Green: Connected
Yellow: Closed
Red: Error

Agent	Last Call	Answered	Reason	Duration	Status
"NG1" <201>	-	0	-	-	Unavailable
"Nathalie G" <370>	-	0	-	-	Logged in
"John Doe" <7570>	-	0	-	-	Logged out
"Reception" <7575>	-	0	-	-	Logged out
"Frank Villa" <775>	-	0	-	-	Logged out

Widgets

Depending on your agent or manager profile, the call center console can display the following widgets:

- [Waiting Caller on page 45](#)
- [Active Call on page 46](#)
- [Recent Calls on page 48](#)
- [Directory on page 49](#)
- [Agent on page 50](#)
- [Queue Stat Today on page 53](#)
- [Queue Agent Summary on page 54](#)
- [Queue Callback List on page 55](#)

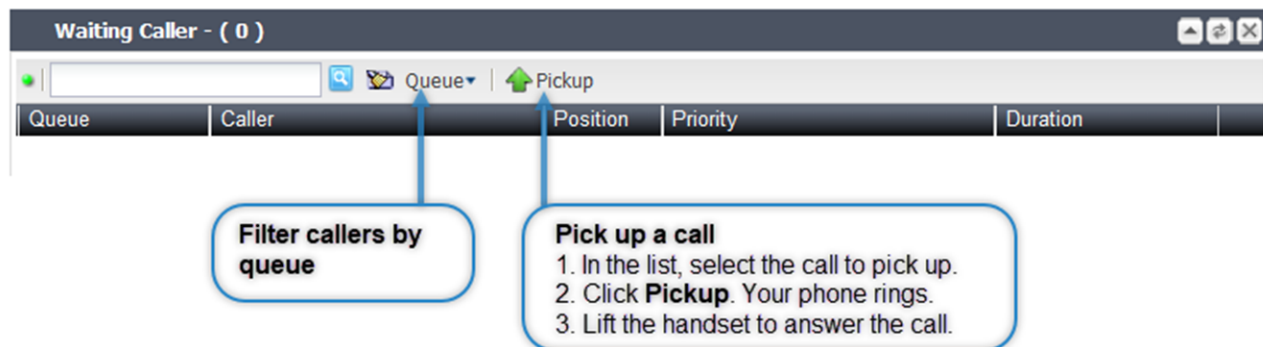
Waiting Caller

The **Waiting Caller** widget shows calls that are in a queue and waiting to be answered.

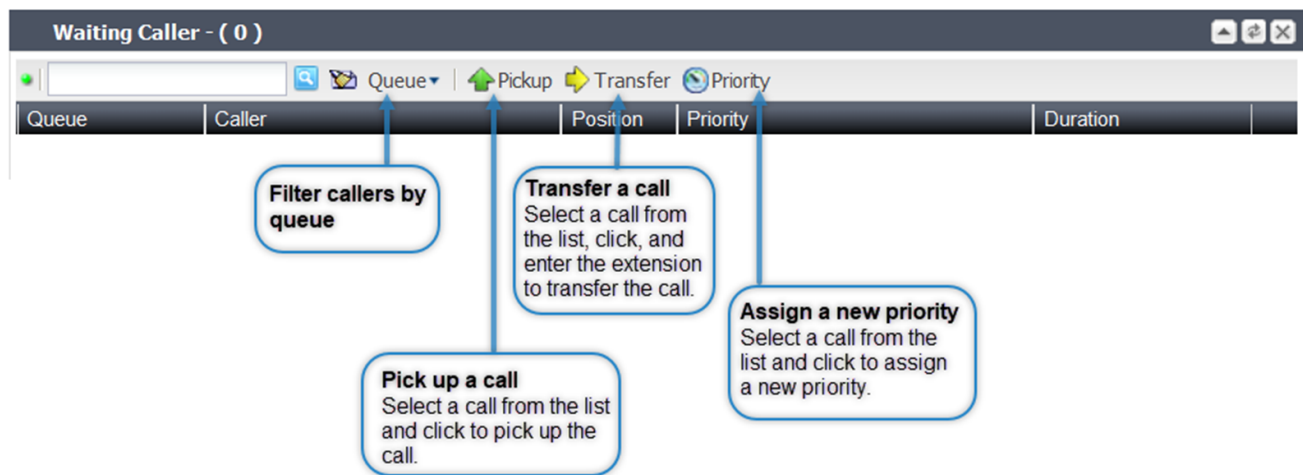
Depending on your profile, the **Waiting Caller** widget allows you to perform the following tasks:

- Filter callers by queue.
- Pick up the call of a selected caller.
- Transfer a call to another extension.
- Change the priority of a call.

Waiting Caller (agent profile view)



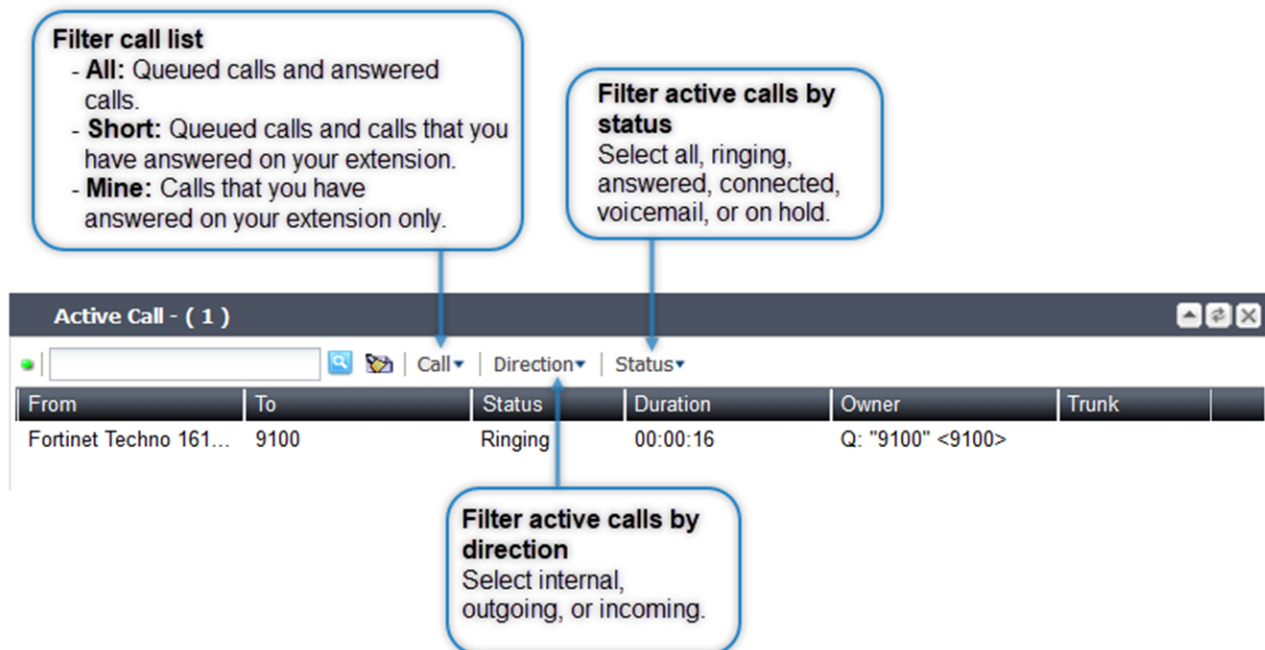
Waiting Caller (manager profile view)



Active Call

The **Active Call** widget displays all ongoing phone calls in real time.

Active Call (agent profile view)



Active Call (manager profile view)

Filter call list

- **All:** Queued calls and answered calls.
- **Short:** Queued calls and calls that you have answered on your extension.
- **Mine:** Calls that you have answered on your extension only.

Filter active calls by status

Select all, ringing, answered, connected, voicemail, or on hold.

Monitor call

Select a call from the list and then click to select one option:

- **Coach:** To speak to the agent only while the agent is on the call.
- **Listen:** To listen to a call.

Filter active calls by direction

Select internal, outgoing, or incoming.

Active call popup



To see the active call popup, the FortiVoice system administrator must update the agent or manager profile to enable the popup active call setting

When you answer an active call, an active call window pops up.

This window displays the following details:

- From (name and extension)
- To (name and extension)
- Queue number for the owner
- IVR (interactive voice response), if available

Here is a window example of an active call popup:



Recent Calls

The **Recent Calls** widget shows a history of recent phone calls.

Recent Calls (agent and manager profiles view)

Filter recent calls by direction
Select all, internal, outgoing, or incoming.

Filter recent calls by disposition
Example choices are: no answer, failed, busy, answered, voicemail.

Recent Calls - (17)

Page: 1 / 0 Direction: --All-- Disposition: --All--

From (Name)	From	To (Name)	To	Start	Duration	Disposition
Arthur Curry	7205	Diana Prince	7207	2020-03-10 08...	00:00:12	Answered
Arthur Curry	7205	Diana Prince	7207	2020-03-10 08...	00:00:01	No Answer

Viewing recent call details

1. In the **Recent Calls** widget, double-click on a recent call entry.
2. You can review the call information, detail information, and call flow. Here is an example:

The screenshot displays the 'Call center console' interface with three main sections: Call Information, Detail Information, and Call Flow.

Call Information

- From: 16132259381
- To: 370
- Start: 2020-07-30 16:30:59
- Real duration: 00:00:16 (16 seconds)
- Disposition: Answered

Detail Information

- Answer: 2020-07-30 16:30:59
- End: 2020-07-30 16:31:16
- Source: 16132259381
- Dialed number/DNIS: 13438821528
- Destination: 9100
- Trunk: 3438821528
- Bill duration: 00:00:16 (16 seconds)
- Direction: Incoming
- Department:
- Unique ID: 1596141039.30
- Call type: Voice
- Account code:

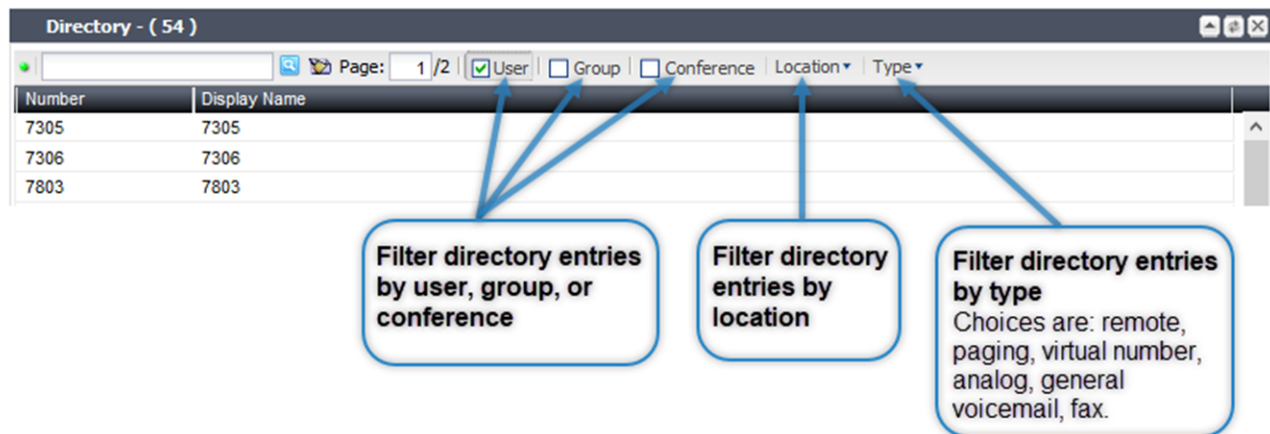
Call Flow

Page 1 / 1 | Records per page: 50 | Download | Total: 9

Time	Description
16:30:39	incoming call matched dialplan:FortiCall_Inbound on trunk:trunk_3438821528, caller:"Fortinet Techno" <16132259381>
16:30:45	enter auto attendant:auto_attendant_default
16:30:51	user input:3 through auto attendant:auto_attendant_default
16:30:51	deliver call to queue 9100 with priority 0
16:30:52	caller enter queue 9100 at position 1 with real priority 0
16:30:59	call picked up by 370
16:31:16	call hangup by agent 370
16:31:16	agent 370 start wrapup until 2020-07-30 16:31:16
16:31:16	call hangup by callee, status:NORMAL

Directory

The **Directory** widget shows the company directory and lists the extension (number) and display name for every entry.



Agent

With the agent profile, you can perform the following tasks in the **Agent** widget:

- View a list of agents that are members of your queue.
- Access agent details.
- Take a pause from answering calls in a queue without logging out of a queue by assigning a pause reason code. To resume taking calls again, you unpause your status.

With the manager profile, you can perform the following additional tasks in the **Agent** widget:

- Log in or log out an agent of a queue.
- If you want a logged in agent to pause from answering calls from a queue, but you do not want to log that agent out of the queue, you can pause that agent and assign a pause reason code. The agent stops receiving calls until you unpause that agent.

For more details, see also the following sections:

- [Checking the queue status on page 42](#)
- [Taking a pause from queues on page 43](#)
- [Resuming taking calls from queues on page 43](#)

Agent (agent profile view)

Pause or resume your agent status

Click to pause your logged in status for a selected queue and assign a reason code or resume your active logged in status.

FortiVoice 1000E

Queue Login Pause/Resume

Agent - (4)

Page: 1 / 1 Queue Status

Agent	Last Call	Answered	Reason	Duration	Status
"NG2" <7370>	-	0		-	Logged in
"John Doe" <7570>	-	0		-	Logged out
"Reception" <7575>	-	2		-	Logged in

Filter agents by queue

Filter agents by status

Choices are: in use, logged out, logged in, paused, wrap up, hold off, and unavailable.

Agent (manager profile view)

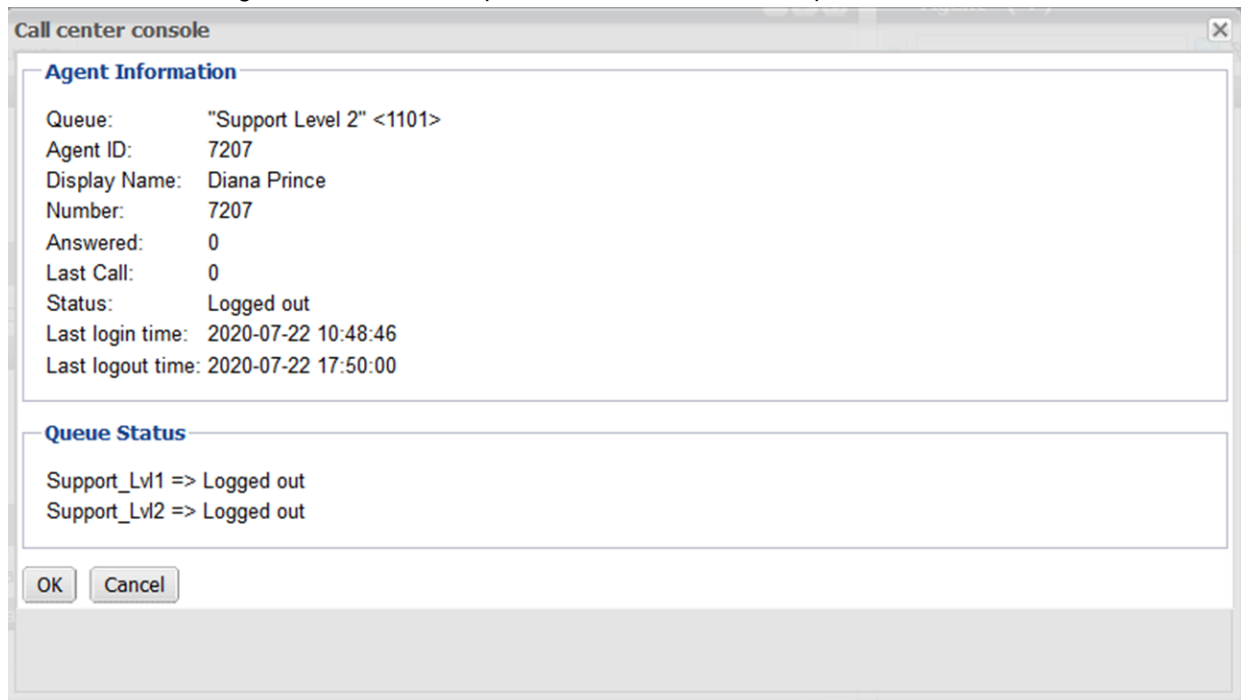
The screenshot shows the 'Agent - (7)' interface. At the top, there is a search bar and a 'Page: 1 / 1 Queue' indicator. Below this is a table with columns: Agent, Last Call, Answered, Reason, Duration, and Status. The table lists four agents: 'Juliet Higgins' <7101> (Logged in), 'Room 1' <1001> (Logged out), 'Luke Fox' <7107> (Logged out), and 'Barry Allen' <7203> (Logged out). To the right of the table are buttons for 'Login', 'Logout', and 'Pause/Resume'. Callouts provide instructions for these functions:

- Filter agents by queue**: Points to the 'Queue' dropdown menu.
- Filter agents by status**: Points to the 'Status' dropdown menu. Choices are: in use, logged out, logged in, paused, wrap up, hold off, and unavailable.
- Log in an agent in a queue**: Points to the 'Login' button. Select an agent and click to log that agent in a queue.
- Log out an agent of a queue**: Points to the 'Logout' button. Select an agent and click to log that agent out of a queue.
- Pause or resume an agent status**: Points to the 'Pause/Resume' button. Select a logged in agent and click to select a queue and assign a reason code or resume normal status.

Agent	Last Call	Answered	Reason	Duration	Status
"Juliet Higgins" <7101>	-	0		-	Logged in
"Room 1" <1001>	-	0		-	Logged out
"Luke Fox" <7107>	-	0		-	Logged out
"Barry Allen" <7203>	-	0		-	Logged out

Viewing agent details

1. In the **Agent** widget, double-click on an agent.
2. You can review the agent information and queue status. Here is an example:



Queue Stat Today

With the **Queue Stat Today** widget, you get a statistics summary of the call activities for the day.

For more details about the abbreviations used in the column headings, see [Abbreviations used in the Queue Stat Today widget on page 53](#).

Queue Stat Today - (2)										
Queue	CT	CAn	CAb	COF	CTr	CTO	CTT	CWT	OB	OBT
"Support Level 1" <1100>	1	0	1	0	0	0	00:00:00	00:00:13	0	00:00:00
"Support Level 2" <1101>	0	0	0	0	0	0	00:00:00	00:00:00	0	00:00:00

Abbreviations used in the Queue Stat Today widget

Abbreviation	Full name
CT	Call Total
CAn	Call Answered

Abbreviation	Full name
CAB	Call Abandoned
COF	Call Overflowed
CTr	Call Transferred
CTT	Average Talk Time
CWT	Average Waiting Time
OB	Outbound Call
OBT	Outbound Call Average Talk Time

Queue Agent Summary

With the **Queue Agent Summary** widget, you get statistics of agent activities.

For more details about the abbreviations used in the column headings, see [Abbreviations used in the Queue Agent Summary widget on page 54](#).

Queue	AT	ALI	AAv	ATK	APS	AHD	LTT	LCW	CW
"Support Level 1" <1100>	4	2	2	0	0	0	00:00:00	00:00:00	0
"Support Level 2" <1101>	4	1	1	0	0	0	00:00:00	00:00:00	0

Abbreviations used in the Queue Agent Summary widget

Abbreviation	Full name
AT	Agent Total
ALI	Agent Logged In
AAv	Agent Available
ATK	Agent Talking
APS	Agent Paused
AHD	Agent Onhold
LTT	Longest Talk Time
LCW	Longest Call Waiting Time
CW	Call Waiting

Queue Callback List

With the **Queue Callback List** widget, the agent and manager get a list of callers that have requested to be called back instead of waiting for a prolonged hold time to speak with an agent.



For the **Queue Callback List** widget to display call information, the FortiVoice system administrator must complete the following changes on the FortiVoice phone system:

- In **Call Center > Call Queue > Call Queue**, edit the **Additional Setting** of a queue:
 - Enable **Callback Setting**.
 - Update the **Callback mode** to **Agent Call Back Manually**.

Queue Callback List (agent and manager profiles view)

The screenshot shows the 'Queue Callback List - (1)' widget. It includes a table with columns: Queue, Call ID, Caller Number, Caller Name, Callback Num..., Position, and Create Time. The first row shows 'Support_Lvl1' with a call ID '1595600449.1...' and a caller number '16132259381'. Annotations include: 'Initiate a callback' pointing to the 'Call ID' column, 'Filter callback callers by queue' pointing to the 'Queue' column, and 'Change refresh setting' pointing to the refresh icon in the top right corner.

Initiate a callback
Select a call in the list and click.

Change refresh setting
Click to select an automatic refresh interval for the callback queue.

Filter callback callers by queue

Queue	Call ID	Caller Number	Caller Name	Callback Num...	Position	Create Time
Support_Lvl1	1595600449.1...	16132259381	UNKNOWN	16132259381	1	2020-07-24 10...

Service-level alerts

When setting up a call queue, the FortiVoice system administrator can configure the FortiVoice unit to notify managers by email, phone call, or GUI pop-up window when an event occurs on the system.

The FortiVoice system administrator can configure one or more of the following events:

- **Queue overflow:** The manager receives a notification when the system reaches the maximum queue capacity. The FortiVoice system administrator configures this setting and the related overflow call handling during the queue creation.
- **Agent available ratio below:** This setting specifies a percentage for the agent available ratio. If the ratio falls below the specified percentage, the FortiVoice phone system sends an alert.
- **Caller waiting timeout:** If a call is not answered within the maximum number of minutes specified in the maximum queuing time, the FortiVoice phone system sends an alert and handles the call according to the timeout call handling setting.

- **Caller waiting over:** Specifies the maximum number of minutes that a caller can wait before the system sends an alert.
- **Number of waiting caller over:** Specifies the maximum number of waiting callers that the system can have before the system sends an alert.

Monitor view

With the **Monitor view**, you get access to a wallboard to monitor items such as queues and agent performance.



To have access to the monitoring function, the FortiVoice system administrator must update the manager profile to enable the monitoring console privilege.

Accessing the Monitor view



In the following example, the manager completed the creation of a help desk wallboard on the FortiVoice phone system to monitor the following performances:


- Queue performance

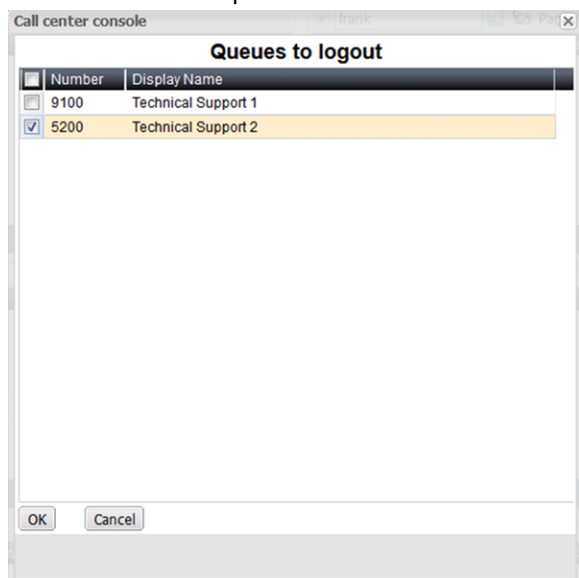
FortiVoice 200F8		Queue_Perfo...			
		Calls in Queue	Longest Waiting	Abandoned	Received Today
Help Desk 8500		0	0:00:00	0	1
					Answered Today
					1

- Agent performance

Help_Desk	Status	Time	Status	Time	Status	Time
Agent-1 3011	Idle	1:04:59				
Agent-2 3012	Idle	0:03:40				


Logging out of queues

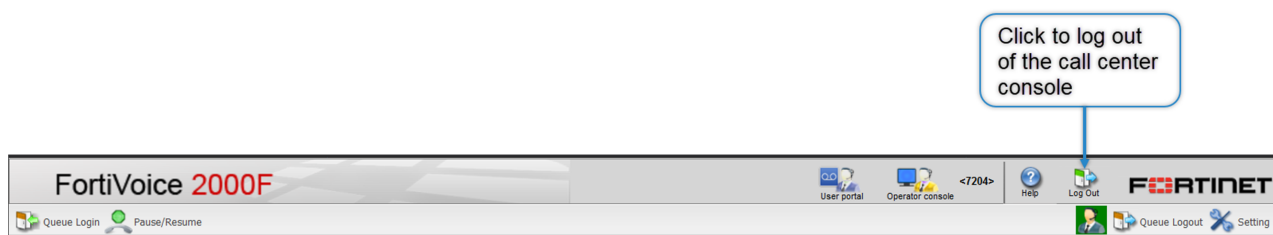
1. To log out of queues, click  Queue Logout.
2. Select one or more queues.



3. Click **OK**.

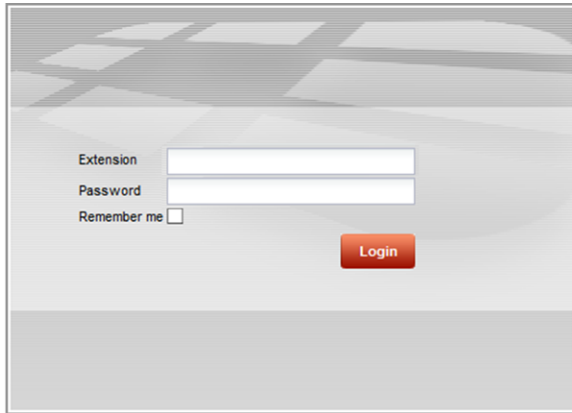
Logging out of the call center console

1. To log out of the call center console, click .



2. If you are still logged in to one or more queues, follow the prompts to log out or not of the queues.

3. After completing the console logout, the following dialog box appears:

A login dialog box with a light gray background and a subtle grid pattern. It contains three input fields: 'Extension' (a single-line text box), 'Password' (a single-line text box), and 'Remember me' (a checkbox). Below these fields is a red 'Login' button. The dialog box has a thin gray border.

Extension

Password

Remember me ☐

Login



FORTINET®



Copyright© 2021 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., in the U.S. and other jurisdictions, and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. In no event does Fortinet make any commitment related to future deliverables, features or development, and circumstances may change such that any forward-looking statements herein are not accurate. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.