

FortiVoice Best Practices: Caller ID Modification

Caller ID on outbound calls from the FortiVoice can be modified to be practically any name that you would like. As there are multiple areas where caller ID can be modified within the FortiVoice, there is a hierarchy to which caller ID modification takes precedence. This recipe details the caller ID modification hierarchy, helping you decide how to configure your FortiVoice caller ID.

The caller ID modification hierarchy changes depending upon if the call is a normal call or an emergency call.

Normal call hierarchy

A normal call is any outbound call that isn't an emergency call (depending on region, 911, 999, 112, etc.).

This table displays the hierarchy of the caller ID modification options available on normal calls:

Setting	Location
Extension External caller ID	Extensions > Extensions > Preferences You must edit a selected preference to configure this setting.
DID Number Mapping	Call Routing > Inbound > DID Mapping You must select a DID mapping to set the outbound Number Mapping
LSG Display name	Managed System > Survivability You must edit a selected survivability branch to configure this setting.
Caller ID Modification	Call Routing > Outbound > Outbound You must select the matching dial plan to configure the caller id modification
Trunk Display name	Trunks > (VoIP, PRI) You must edit a selected trunk to configure this setting.
Main Display Name	Phone System > Settings > Location

Emergency call hierarchy

When an emergency call is placed, the hierarchy for caller ID modification is changed to alert emergency services to the correct location of the caller.

This table displays the hierarchy of the caller ID modification options available on emergency calls:

Setting	Location
Extension Emergency caller ID	Extensions > Extensions > Preferences You must edit a selected preference to configure this setting.
Main Display Name	Phone System > Settings > Location
Extension External caller ID	Extensions > Extensions > Preferences You must edit a selected preference to configure this setting.
LSG Display name	Managed System > Survivability You must edit a selected survivability branch to configure this setting.
Caller ID Modification	Call Routing > Outbound > Outbound You must select the matching dial plan to configure the caller id modification
Trunk Display name	Trunks > (VoIP, PRI) You must edit a selected trunk to configure this setting.