

FortiVoice Administrator

Course Description

In this course, you will learn how to deploy, configure, and manage FortiVoice systems. You will also learn how to configure FortiVoice profiles, extension set ups, trunk configurations, and call features, including using soft phones.

Course Duration:

2 Days

Prerequisites:

It is recommended that you have an understanding of the following topics:

- Network protocols
- Network concepts
- VoIP protocols

Outlines:

1. System Overview
2. Phone Settings and Profiles
3. Extension Configuration
4. Groups
5. Trunks
6. Call Features
7. Log & Maintenance
8. Call Reporting
9. User Portal
10. Auto Dialer
11. Gateway Management
12. FortiFone Softclient

Objectives:

After completing this course, you will be able to:

- Deploy the FortiVoice on your network
- I Configure and set up HA for large scale deployments
- I Install and set up extensions for both internal and external users
- I Create groups to manage calls and configuration options
- I Set inbound and outbound dialing rules to meet customer requirements
- I Use and manage Auto Attendant menus and options
- I Understand system advanced features
- I Monitor system via logs and traces to ensure the system is set up correctly



- I Generate call reports and invoices based upon user or trunk activity
- I Provide access and rights to users within the user portal
- I Configure auto dialer and campaigns
- I Deploy gateway and local survivable systems
- I Deploy softclients for mobile workers

Who should attend

Networking and security professionals involved in the management, configuration, administration, and monitoring of FortiVoice devices used in their organizations' networks. .