Set Up Service Provider Roles

This page contains instructions on how to add limits and permissions to a Service Provider account.

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Overview

To configure the service provider's permissions and limits, select the Choose roles and phone numbers checkbox in the Add New Service Provider page and click OK. If the administrator had enabled the **Service Provider account creation** option from its **Email Templates** page, the information on the newly created account will be sent by email to the account owner (contact person) once you click the **OK** button.

Set permissions

This section allows you to enable or disable permissions such as organization and users management or phone number management.

Permission	When Enabled	Additional Info
Organizations management	The service provider can add and remove organizations from its account.	Even if this permission is disabled on its account, the service provider can still edit the organization's contact details.
Roles management	The service provider can change the permissions and limits of its organizations.	Selecting the **Organizations management** checkbox will automatically select the **Roles management**.
Extensions and users management	The service provider can add and remove the users and extensions under the organizations on their account.	Even if this permission is disabled, the service provider can still edit the contact details of its users. Selecting the **Extensions and users management** checkbox will automatically select the **Extensions features management** and the **Roles management** checkboxes.
Extension features management	The service provider can manage the functions of the extension.	If this permission is not activated, the service provider cannot enable /disable the voicemail, call recording, and conference features on Phone Terminal extensions or change the queue size on Queue extensions.
Phone extension SIP management	The service provider can use the provisioning features on their Phone Terminal extensions, as well as set and view the **Phone extension SIP management** permission for their organizations. The service provider can choose the **Allowed codecs for Phone Terminal** extensions.	For more information on this topic, you may visit the **Provisioning** section.
SIP trunking Management	The service provider cannot activate SIP Trunking on an extension.	This permission cannot be enabled unless the **Phone extension SIP management** option is active.
Charging plans management	The service provider can add, remove or edit charging plans that define the charging algorithms of their organization accounts.	
Sound management	The service provider can manage, add, remove or edit sound and music on hold files, folders, and languages.	
Phone numbers management	The service provider can assign public phone numbers to organizations and users from their own public phone numbers pool.	To activate the **See stacked phone numbers** option, you need to enable the **Phone number management** option first.
See stacked phone numbers	The service provider can assign public phone numbers to organizations and users from the system's stacked phone numbers pool.	

UnifiedAPI management	The service provider's organization can use UnifiedAPI and manage third-party applications that will gain access the system resources on their behalf, as resource owners. Remote applications are able to handle local and external calls using their extensions and they are authenticated with the OAuth protocol.	If the service provider does not have this feature enabled, neither will their organizations and users. Their clients will not be able to allow their extensions UnifiedAPI management. Service provider accounts cannot access the UnifiedAPI features no matter if this option is enabled or not.
CallerID management	The service provider can edit the CallerID of their organizations' extensions.	This also allows the service provider to assign this permission to their organizations as well.

Furthermore:

Permission	Description
Allow to provision devices	Choose the **provisioning permission level** that will be granted to the service provider account. Depending on your selection, the service provider will be able to add new SIP devices or not: • **Modify** - Can add SIP devices in his own context as well as in the context of his Organizations and Users, regardless of their provisioning permissions. • **View** - Can add SIP devices in his own context and the only Organizations and Users available to be assigned such devices have **Modify** permissions. - Can add SIP devices in his own context without assigning them as long as there are no Organizations or Users with **Modify** permissions in his system. - Can add SIP devices in an Organization context on the condition that the Organization has **Modify** permission. - Can add SIP devices in a User context on the condition that the User has **Modify** permission. Otherwise, he can't. • **None** - Cannot access the SIP Devices area as it is no longer displayed in the interface. For more details on the service provider's rights to provision and manage SIP devices, please read **this page**.

Set limits

In this area, you can set limitations for the maximum number of organizations, users, mailboxes, etc. allowed for a service provider account. It also allows you to set an expiration date for the service provider account.

Limit	Description
Maximum number of organizations	The maximum number of organizations that can be created by the service provider account.
Maximum number of users	The maximum number of users that an organization created by the service provider account can have.
Maximum number of phone extensions	The maximum number of Phone terminal extensions that can be created by the service provider account.
Maximum number of queue extensions	The maximum number of Queue extensions that can be created by the service provider account.
Maximum number of IVR extensions	The maximum number of IVR extensions that can be created by the service provider account.
Maximum number of voicemail center extensions	The maximum number of Voicemail center extensions that can be created by the service provider account.
Maximum number of queue login center extensions	The maximum number of Queue login center extensions that can be created by the service provider account.

Maximum number of conference extensions	The maximum number of Conference extensions that can be created by the service provider account.
Maximum number of callback extensions	The maximum number of Callback extensions that can be created by the service provider account.
Maximum number of callback callerIDs	The maximum number of Callback CallerIDs.
Maximum number of calling card extensions	The maximum number of Calling card extensions that can be created by the service provider account.
Maximum number of calling card codes	The maximum number of Calling Card codes that can be created by the service provider account.
Maximum number of intercom /paging extensions	The maximum number of Intercom/Paging extensions that can be created by the service provider account.
Maximum public concurrent calls	The maximum number of active simultaneous calls between the service provider's extensions and any other public network destination. Both incoming and outgoing calls are included! By default, when adding a new account, the **Maximum public concurrent calls** value is set to `1` as it is mandatory to allow at least one active call. The **Maximum public concurrent calls** depends on the license type, as the sum of values given to this parameter for all the `Phone terminal extensions` in the system determine the total number of SIP trunking channels, which is limited according to your license. If this parameter is set to **Unlimited**, SIP trunking cannot be enabled on extension level from the Provisioning and SIP Preferences page. Therefore, if you want this feature to be used, then it is advisable to set the **Maximum public concurrent calls** to a value smaller or equal to the limit imposed by your license. The maximum value that each and every organization under a service provider can set for their **Maximum public concurrent calls** parameter is the one set for the service provider. **Example:** If the value set for the service provider is `100` and `5` organizations are added to service provider's account, then each of them will be able to set their Maximum public concurrent calls to `100`. In case the total active concurrent calls of all the service provider's organizations reaches the limit imposed to their account, VoipNow will play a busy tone to all the other calls over this limit. In other words, for the above example, only `100` concurrent calls will be allowed on the channel for that service provider, whereas the rest, up to `500`, the maximum value for all the `5` organizations, will be rejected.
Maximum internal concurrent calls	The maximum number of active simultaneous calls between the service provider's users and any other internal network destination. Please note that both incoming and outgoing calls are counted. By default, when adding a new account, the **Maximum internal concurrent calls** value is set to `1` as it is mandatory to allow at least one active call.
Maximum number of queue members	The maximum number of agent extensions that can be added to a queue that belongs to this service provider's account.
Maximum number of mailboxes	The maximum number of extensions allowed to have the voicemail option enabled. This limit applies to both service providers and administrator. As soon as the limit is reached, all voicemail specific fields will be disabled.
Maximum storage	Prior to VoipNow 5.0.0, each category of resources (voicemail messages, call recordings, sound files, music on hold, fax files) had a dedicated storage space. As of VoipNow 5.0.0, maximum storage refers to the total storage space allocated to all the above-mentioned resources. If at least one of these former limits had an **Unlimited** value, then the maximum storage will be **Unlimited** as well.
Account expiration date	If you want to set an expiration date for the service provider account, then deselect the **Unlimited** checkbox and and the calendar button. Click the date on which you want the account to expire. When the service provider account expires, all its child accounts expire as well.

Select incoming phone numbers

In this area you can assign/unassign public phone numbers to the service provider account. This section is not displayed unless at least one public phone number is available in the system (i.e. available means that it has not been assigned to another service provider account).

- **Available public phone numbers:** The list contains all the unassigned public phone numbers in the system. To assign a public phone number to the service provider, click the desired number and it will be automatically moved into the **Assigned public phone numbers** pool.
- **Assigned public phone numbers:** This list contains all the public phone numbers assigned to the service provider. To remove a phone number from the pool, click the desired number and it will be automatically moved back into the **Available public phone numbers** list. Have in mind that, when you unassign a public phone number that is used as a CallerID by a Phone terminal extension, you are also removing it from the CallerIDs list.

Click **OK** to set the permissions, limits, and phone numbers for the new service provider or **Cancel** to add the service provider without saving the permissions and phone numbers.

Related topics
Add a service provider

Manage a service provider account

Check a service provider's options