Set Up User Roles

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

Overview

To configure the user's permissions and limits, select the **Choose roles and phone numbers** checkbox in the **Add New User** page and click **OK**. In the **Roles and Phone Numbers for <user_name>** page, you are able to make all the necessary settings. If the administrator has enabled the **User account creation** option from its **Email Templates** page, the information on the newly created account gets sent by email to the account owner (contact person) after clicking the **OK** button.

Set permissions

This section allows you to enable or disable permissions such as sound management or SIP management.

Permission	When Enabled	Additional Info
Extensions management	The can add and remove extensions from their account.	Selecting the **Extensions management** checkbox will automatically select the **Extensions feature management** checkbox.
Extension features management	The user can manage the functions of the extension.	If this permission is not activated, the user cannot enable/disable voicemail, call recording and conference features on Phone terminal extensions or change the queue size on Queue extensions.
Phone extension SIP management	The user account owner canuse the provisioning features on their Phone terminalextensions. The user can choose the **Allowed codecs** option for their extension.	
SIP Trunking management	The user can activate **SIP Trunking** on an extension.	This permission cannot be activated unless the **Phone extension SIP management** option is enabled.
Sound management	The user account owner can manage, add, remove or edit sound and music on hold files, folders and languages.	This option is not available unless the user's parent accounts have enabled the **Sound management** permission.
Phone number management	The user can assign public phone numbers to their extensions from their own public phone numbers pool.	
UnifiedAPI management	The user can use UnifiedAPI and manage third-party applications that are allowed to access the system resources on its behalf, as resource owner. Remote applications are able to handle local and external calls using their extensions; they are authenticated with the **OAuth** protocol.	This permission is not available unless the organization has enabled the **UnifiedAPI management** option . Even if this option is not enabled, the user can still manage the SystemAPI Control. When this option is disabled, the **Call Events** feature is also disabled for the user's extensions.
CallerID management	The user account owner can edit the CallerID of their extensions.	

Furthermore:

Permission	Description
Allow to provision devices	Choose the **provisioning permission level** granted to the user account. Depending on your selection, the user account owner will be able to add new SIP devices or not: - **Modify** - Can add SIP devices, but can only assign them to his/her own extensions. - **View** - Cannot add any SIP device. - **None** - Cannot access the SIP Devices area as it is no longer displayed in the interface. For more details on the user's rights to provision and manage SIP devices, please read **this page**.

Set limits

In this area you can set functionality limitations for the the extension. Where available, you can select the Unlimited checkbox if you do not want to restrict the extension.

The maximum available disk space and the other limitations depend on the values set for the organization the user belongs to. You get an error message when the disk space allocated to the user exceeds the one allocated to the organization.

Limit	Details
Maximum number of phone extensions	The maximum number of Phone terminal extensions that can be created by the user account.
Maximum number of queue extensions	The maximum number of Queue extensions that can be created by the user account.
Maximum number of IVR extensions	The maximum number of IVR extensions that can be created by the user account.
Maximum number of voicemail center extensions	The maximum number of Voicemail center extensions that can be created by the user account.
Maximum number of queue login center extensions	The maximum number of Queue login center extensions that can be created by the user account.
Maximum number of conference extensions	The maximum number of Conference extensions that can be created by the user account.
Maximum number of callback extensions	The maximum number of Callback extensions that can be created by the user 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 user account.
Maximum number of calling card codes	The maximum number of calling card codes that can be created by the user account.
Maximum number of intercom /paging extensions	The maximum number of Intercom/paging extensions that can be created by the user account.

Maximum public concurrent calls	Limits the number of active simultaneous calls between the extension and any other public network destination. The maximum value depends on the ones set for the extension's parent accounts and cannot exceed the license limitation. 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. Have in mind that if you set this parameter to **Unlimited**, then SIP trunking cannot be enabled from the extension's **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 and by the parent accounts. The maximum value that can be set for each extension to the **Maximum public concurrent calls** parameter is the one set for the organization it belongs to. **Example:** If the value set for the organization is `100` and `5` extensions are added to his account, then, for each of them, the **Maximum public concurrent calls** value can be set to `100`. In case the total active concurrent calls of all the organization's extensions reaches the limit imposed to the organization 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 are allowed on the channel for that organization, and the rest, up to `500`, the maximum value for all the `5` extensions, is rejected.
Maximum internal concurrent calls	Limits the number of active simultaneous calls between the extension and any other internal network destination. Both incoming and outgoing calls are included! 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	Limits the number of agents that can be added to the queue. Displayed for `Queue` extensions only.
Maximum number of mailboxes	The maximum number of extensions allowed to have the voicemail option enabled.
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 is represents 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 expires in	If you want to set an expiration date for the extension account, deselect the **Unlimited** checkbox and press the calendar button. Click the date on which you want the account to expire.

Select incoming phone numbers

In this area you can assign/unassign public phone numbers to the user account. This section is not displayed unless the organization has at least one public phone number available in the system (i.e. a phone number is available if it has not been assigned to another user 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 user, click the desired number and it gets automatically moved into the **Assigned public phone numbers** pool.
- **Assigned public phone numbers:** This list contains all the public phone numbers assigned to the user. To remove a phone number from the pool, click the desired number and it gets 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 removed from the CallerIDs list.

Set sharing policies

This option allows the extension to share data with other extensions in the same group(s) or in the same company. Using the **controls available**, you can allow the user to share its data with other users in the same group(s) or in the same company. The user will be able to read the shared information from his own interface, but he will not be able to delete anything.

You cannot control the user's sharing policies unless its **User is multi user aware** permission is enabled.

Create associated extension

Read here to learn more on the steps you need to take to create an extension.

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

Related topics
Add a user

Manage a user account

Check a user's options