Configuring Permissions

Permissions are used in sipXecs to control what individual users are allowed to do. We distinguish between **general permissions** and **call permissions**. The distinction between the two is not always perfectly intuitive, but generally call permissions influence call routing privileges (i.e. access to dial plan) where general permissions determine access to system functions.

Managing User Permissions

General permissions include user priviledges such as system administrator rights and the ability to change the PIN from the telephone interface. A default value is assigned to every newly created user. This default can be changed by the system admin on a per user basis or on a user group level.

User: 204

General Permission

Identification
Call Forwarding
General Permission
Call Permission
Caller ID
Group Supervisor

Superadmin Access ☐ *(Default: unchecked)*
User can log into administration interface.

Change PIN from IVR ☑ *(Default: checked)*
User can change PIN value from Voicemail system. PIN is used to log into voicemail system and web interface. PIN does not affect the password phones use to authenticate with registration server.

OK   Apply   Cancel

Call permissions include priviledges as they apply to the dial plan. They determine rights to make calls to certain destinations, such as long distance, 900 numbers, mobile phones, 800 numbers, international calls, etc. Call permissions also determine whether the user has a voicemail box, is included in the auto-attendant dial-by-name feature, or can record system prompts.

Especially the voicemail box permission is important not just for the voicemail function itself. E.g. if the user is part of a hunt group then the call sequence could be different dependent on whether the system can transfer to voicemal for a particular user or not.

sipXconfig

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- Caller ID

User: 301

Permissions

General Permission

Superadmin Access ☐ (Default: unchecked)
User can log into administration interface.

Change PIN from IVR ☑ (Default: checked)
User can change PIN value from Voicemail system. PIN is used to log into voicemail system and web interface. PIN does not affect the password phones use to authenticate with registration server.

Configure Personal Auto Attendant ☑ (Default: checked)
User can configure personal auto attendant

Call Permission

900 Dialing ☐ (Default: unchecked)
User can dial 900 numbers

Attendant Directory ☐ (Default: unchecked)
List user in Auto Attendant

International Dialing ☑ (Default: checked)
User can dial international numbers

Local Dialing ☑ (Default: checked)
User can dial local numbers

Long Distance Dialing ☑ (Default: checked)
User can dial long distance numbers

Mobile Dialing ☑ (Default: checked)
User can dial mobile numbers

Toll Free ☑ (Default: checked)
User can dial toll free numbers

Voice Mail ☑ (Default: checked)
User has voicemail inbox

Record System Prompts ☐ (Default: unchecked)
User can record system prompts

Voicemail Server

Only one voicemail server permission should be chosen at a time

Internal Voicemail Server ☑ (Default: checked)
User has permissions for Internal Voicemail Server

Microsoft Exchange UM Voicemail Server ☐ (Default: unchecked)
User has permissions for Microsoft Exchange UM Voicemail Server

[OK] [Apply] [Cancel]

Managing Permissions at the User Group Level

Permissions can also be defined at the user group level. They then apply to all the user that are members of that group. If users are members of several groups that have different permission settings, then the setting from the last group applies. Settings at the user level override settings at the group level.

Defining and Using Custom Permissions

In addition to the built-in system permissions described above, sipXecs allows the administrator to define additional custom permissions. These custom permissions can be used in dial plan routing rules in the same way built-in permissions are used. This feature is very helpful e.g. when localizing sipXecs to adapt to other countries dial plans as these countries might require additional privileges to make call to certain categories of service numbers.

Permissions

Add Permission

	Name	Default value	Description
	900 Dialing	Disabled	User can dial 900 numbers
	Attendant Directory	Disabled	List user in Auto Attendant
	Forward Calls External	Disabled	User can forward calls to external numbers
	International Dialing	Enabled	User can dial international numbers
	Local Dialing	Enabled	User can dial local numbers
	Long Distance Dialing	Enabled	User can dial long distance numbers
	Mobile Dialing	Enabled	User can dial mobile numbers
	Record System Prompts	Disabled	User can record system prompts
	Toll Free	Enabled	User can dial toll free numbers
	Voice Mail	Enabled	User has voicemail inbox

Delete

Quick Links

Dial Plans

Permissions defined here can be used when defining dialing plan rules. Built-in permissions cannot be changed or removed. You can enable and disable permissions on User and User Group permission screen.

Built-in permissions cannot be deleted or disabled.

The screen for defining a new custom permission looks as follows. It is possible to define as many custom permissions as needed.

Permission

Name: My Own Permission

Permission name is displayed on User Call Permission screen and on Dial Rule edit screen.

Description: This is a custom defined permission that can be used in the dial plan alongside built-in permissions

Default value: ☐

If checked this permission is enabled by default.

OK   Apply   Cancel