

# Service Numbers (sysadmin)

## Introduction

It is the job of the system administrator, to create service numbers which are used by clients to enable incoming and outgoing call services.

This is to ensure, that the system administrator has control over which numbers are serviced by the system, and which are not.

It is also important, that these settings are closely coordinated with the [Trunks and Trunk Groups](#) settings of the system.

## Service Number Creation and Editing

Service numbers are created using the menu option **Number Management ... Service Numbers**, and using the **New** option.

Note: once a service number is configured, the platform destination, reseller and client association **cannot be changed**.

The following parameters are provided:

| Parameter              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Platform Destination   | The actual dialled number - i.e. the destination in the platform. This must match the called party number AFTER it has been processed via the incoming trunk group. See also <a href="#">Trunks and Trunk Groups</a> .<br><br>It is recommended that E.164 be used in all cases, particularly in multi-tenant systems.<br><br>This setting cannot be changed by the client account administrator.                                                    |
| Service Number         | This is the associated service number, and is used as the calling party number when outbound calls are made from this service number. This need not be equal to the platform destination (for example when using 0800 numbers, this will not be the case), but it can be.<br><br>It is recommended that E.164 be used in all cases, particularly in multi-tenant systems.<br><br>This setting cannot be changed by the client account administrator. |
| Name                   | This is a name associated with the service number.<br><br>The client account administrator may change this name.                                                                                                                                                                                                                                                                                                                                     |
| Customer Number        | A purely informational field, which may be used for reference in billing applications.                                                                                                                                                                                                                                                                                                                                                               |
| Parent Customer Number | A purely informational field, which may be used for reference in billing applications.                                                                                                                                                                                                                                                                                                                                                               |
| Contract Number        | A purely informational field, which may be used for reference in billing applications.                                                                                                                                                                                                                                                                                                                                                               |
| Billing Number         | A purely informational field, which may be used for reference in billing applications.                                                                                                                                                                                                                                                                                                                                                               |
| Reseller               | Configure the reseller, who should have access to this service number.                                                                                                                                                                                                                                                                                                                                                                               |
| Client                 | Configure the client, who should have access to this service number. If this is not configured, the reseller administrators may configure this themselves.                                                                                                                                                                                                                                                                                           |
| To                     | This puts a time limitation on the number. For systems on which value added service numbers are operated, numbers are occasionally re-used by the operator. Usually, this field is set at a later date - for example, when the customer cancels the contract for a number.                                                                                                                                                                           |

|                      |                                                                                                                                                                                           |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Trunk Group          | Assign the number to a trunk group. This setting is important on multi-tenant installations, and defines which trunk will be used when outbound calls are made using this service number. |
| Tarif Waves Disabled | This option is only used on IN routing installations, and prevents the playing of tarif wave announcements for the number.                                                                |

## Reassign Service Number

To assign an existing service number to a new account (client and / or reseller) from a particular date onwards, use the "New Reseller" function.