

Create Users and Profiles

Logging into the STCM account

Once you have created an STCM account, you can now create the customer end users.

You can do this by accessing the STCM account in the following way:

You can log into the customers STCM account from the Gamma (purple) portal as per the screen shot below

The screenshot shows the Gamma portal interface. The top navigation bar includes 'PROVISIONING & SERVICE MANAGEMENT', 'NUMBER PORTING', 'REPORTING', 'BILLING', 'HELP & SUPPORT', 'ADMIN', and 'INTERNAL'. A sidebar menu on the left lists various services, with 'Voice Connectivity' expanded to show 'Gamma SIP Trunks' and 'Service Management'. The main content area is titled 'Gamma SIP Trunks Service Search' and features a search input field containing 'DC2N16FFJ30464_A1'. Below the search field is a 'Download' button and a table of search results.

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status
175277	Gamma STCM demo account	DC2N16FFJ30464_A1	MSX89	Gamma Broadband - ADSL	Enhanced	✓	Active

Search for the SIP Trunk service.

Tip: The endpoint will be the quickest method, but you can also use the customer name or a DDI.

Gamma SIP Trunks Service Search

Use Classic Search

DC2N16FFJ30464_A1



Advanced Search Options >

Search

Download

Showing 1 to 1 of 1

Service ID	Company	Endpoint	SBC	Access	Build	SIP Trunk Call Manager	Status	Action
175277	Gamma STCM demo account	DC2N16FFJ30464_A1	MSX89	Gamma Broadband - ADSL	Enhanced		Active	View

View the service

Select View, scroll down to Service Details and select SIP Trunk Call Manager

Service Details

Health Check | Service | **SIP Trunk Call Manager** | Numbers | Customer | History

SIP Trunk Call Manager Service 29

Update Company Logo

End User	Endpoint	Build Type	MSX
Gamma STCM demo account	DC2N16FFJ30464_A1	Enhanced	MSX89

Admin User Name: STCM.demo.160414

Admin User Email: mike.smith@gamma.co.uk

Support User Name: GammaSupINB051871

Channel Partner Support User Name: CPSupINB051871

Service Add-ons: Limit Caller Admissions


Number Add-ons: Announcement, Area Based Routing, Standard Auto Attend (IVR)

Divert Destination Barring:


- International Low Risk Destinations
- International Medium Risk Destinations
- International High Risk Destinations
- Special Service up to 13ppm Destinations (087)
- Premium Number Destinations (09)
- Personal Number Destinations (070)
- Directory Enquiries Destinations (118)
- Shortcode Destinations

Log into the STCM account (as per below)

End User	Endpoint	Build Type
Gamma STCM demo account	DC2N16FFJ30464_A1	Enhanced

Admin User Name: STCM.demo.160414
Admin User Email: mike.smith@gamma.co.uk 

Support User Name: GammaSupINB051871
Channel Partner Support User Name: CPSupINB051871

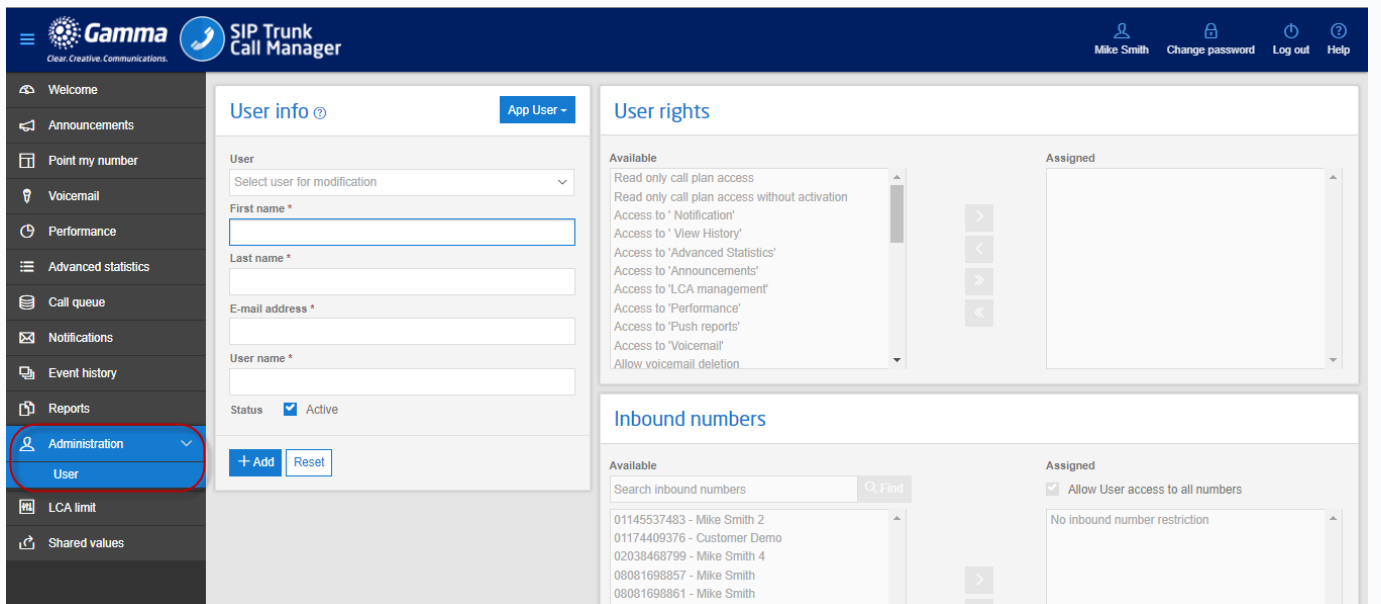
Service Add-ons: Limit Caller Admissions
Number Add-ons: Announcement, Area Based Routing, Standard Auto Attend (IVR) 

Divert Destination Barring: International, International, International, Special Ser (087), Premium Nt, Personal Nt, Directory Er, Shortcode E

To manage and enable call plans, click Manage Call Plans to be taken to SIPTrunkCallManager.co.uk where DR call plans can be created and enabled.

Once logged in, navigate to: **Administration > User**



Gamma SIP Trunk Call Manager

Mike Smith | Change password | Log out | Help

Administration > User

User info App User

User: Select user for modification

First name *

Last name *

E-mail address *

User name *

Status Active

+ Add Reset

User rights

Available

- Read only call plan access
- Read only call plan access without activation
- Access to 'Notification'
- Access to 'View History'
- Access to 'Advanced Statistics'
- Access to 'Announcements'
- Access to 'LCA management'
- Access to 'Performance'
- Access to 'Push reports'
- Access to 'Voicemail'
- Allow voicemail deletion

Assigned

Inbound numbers

Search inbound numbers

Available

- 01145537483 - Mike Smith 2
- 01174409376 - Customer Demo
- 02038468799 - Mike Smith 4
- 08081698857 - Mike Smith
- 08081698861 - Mike Smith

Assigned

- Allow User access to all numbers
- No inbound number restriction

Creating a User

Populate the required user details.



The screenshot shows the Gamma SIP Trunk Call Manager interface. The header includes the Gamma logo and the text 'SIP Trunk Call Manager'. A left-hand navigation menu lists various system functions, with 'Administration' and 'User' highlighted. The main content area is titled 'User info' and contains several input fields for user details. The 'User' dropdown is set to 'mikeo2testing'. The 'First name' field contains 'Mike', the 'Last name' field contains 'Smith', and the 'E-mail address' field contains 'mike.smith@gamma.co.uk'. The 'User name' field also contains 'mikeo2testing'. The 'Status' is set to 'Active' with a checked checkbox. At the bottom of the form are three buttons: 'Save', 'Delete', and 'Reset'.

Field	Value
User	mikeo2testing
First name	Mike
Last name	Smith
E-mail address	mike.smith@gamma.co.uk
User name	mikeo2testing
Status	Active

Assigning User Rights

Assign the required user rights.

User rights

Available	Assigned
<ul style="list-style-type: none"> Read only call plan access Read only call plan access without activation Access to 'Announcements' Access to 'Call Queue' Access to 'LCA management' Access to 'Performance' Access to 'Point My Number' Enable call plan deactivation Enable call plan deletion Enable custom field management Enable GoTo node 	

User rights

Available	Assigned
<ul style="list-style-type: none"> Read only call plan access Read only call plan access without activation 	<ul style="list-style-type: none"> Access to 'Announcements' Access to 'Call Queue' Access to 'LCA management' Access to 'Performance' Access to 'Point My Number' Enable call plan deactivation Enable call plan deletion Enable custom field management Enable GoTo node Enable Hunt Groups Enable Network Whisper

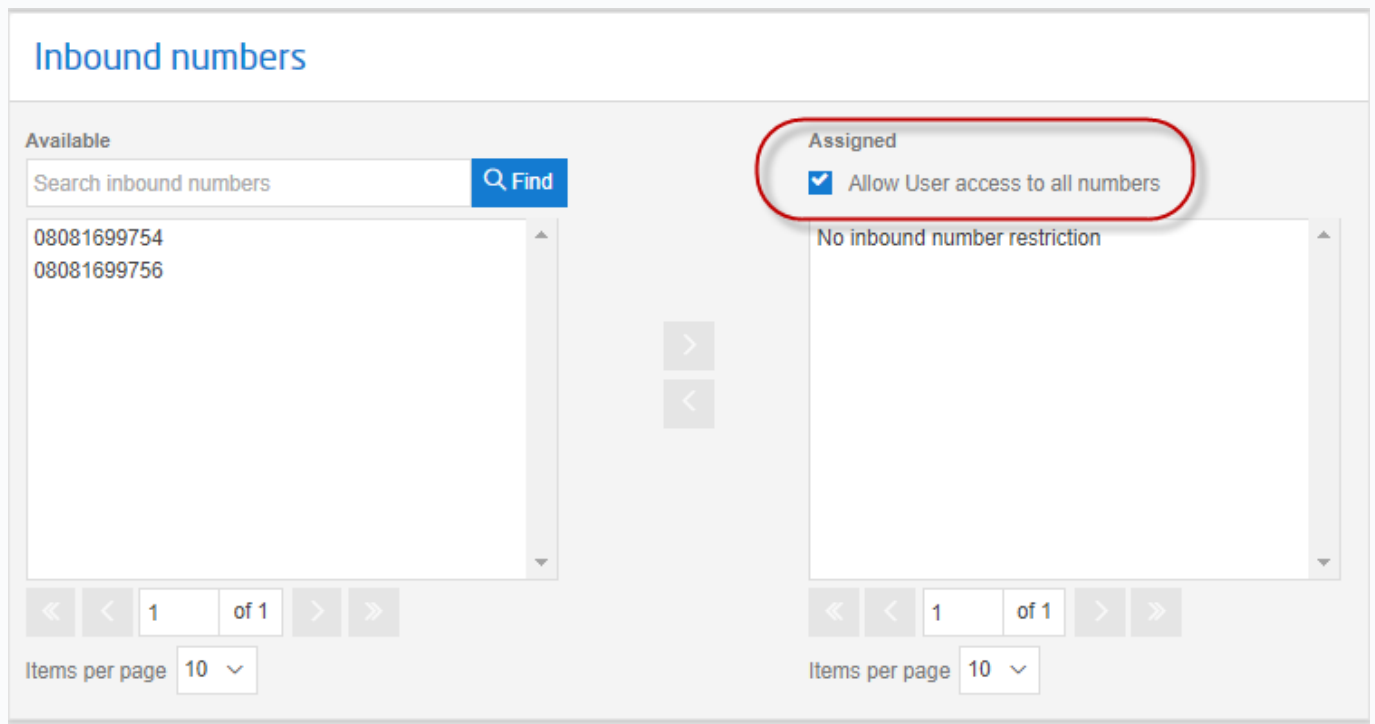
If you want the user to be able to create and manage other users then include the 'Enable user administration' right.

User rights

Available	Assigned
<ul style="list-style-type: none"> Read only call plan access Read only call plan access without activation 	<ul style="list-style-type: none"> Access to 'LCA management' Access to 'Performance' Access to 'Point My Number' Enable call plan deactivation Enable call plan deletion Enable custom field management Enable GoTo node Enable Hunt Groups Enable Network Whisper Enable user administration Enable virtual number management

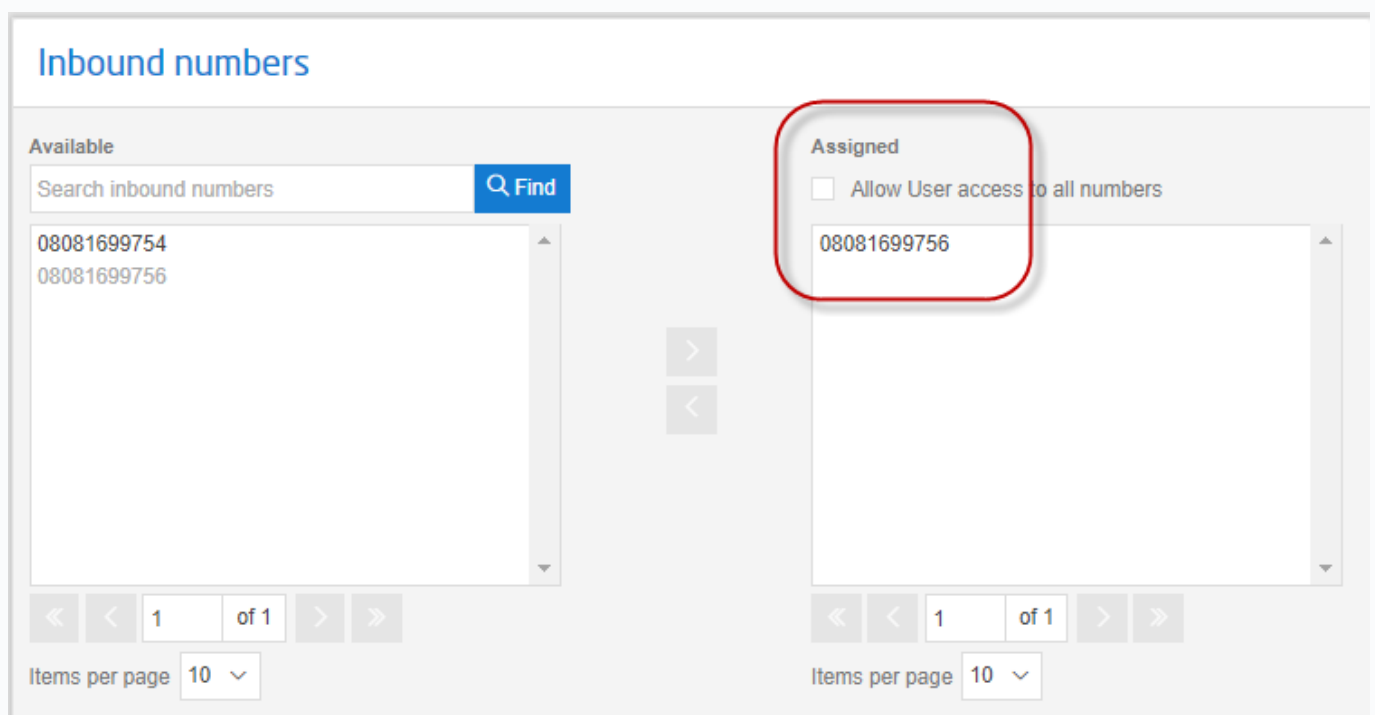
Allocating Inbound Numbers to the User

As a default the user will have access to all the numbers on the account.



The screenshot shows the 'Inbound numbers' management interface. It is divided into two main sections: 'Available' and 'Assigned'. The 'Available' section on the left contains a search bar with the text 'Search inbound numbers' and a blue 'Find' button. Below the search bar is a list of two available numbers: '08081699754' and '08081699756'. The 'Assigned' section on the right is highlighted with a red oval. It features a checkbox labeled 'Allow User access to all numbers' which is checked. Below this checkbox is a list containing the text 'No inbound number restriction'. Both sections include pagination controls at the bottom, showing '1 of 1' items and 'Items per page 10'.

Or you can select which numbers the user should have access to.



This screenshot shows the same 'Inbound numbers' interface as the previous one, but with different settings. The 'Assigned' section, highlighted with a red oval, now has the checkbox 'Allow User access to all numbers' unchecked. Below the checkbox, the list contains the number '08081699756', which is also highlighted with a red oval. The 'Available' section on the left remains the same, showing the same two numbers. The pagination controls at the bottom of both sections are identical to the first screenshot.

Once complete, click Add.

The screenshot shows a 'User info' form with the following fields and values:

- User:** Select user for modification
- First name:** Mike
- Last name:** Smith
- E-mail address:** mike.smith@gamma.co.uk
- User name:** mike123456
- Status:** Active

At the bottom of the form, there are two buttons: '+ Add' (highlighted with a red circle) and 'Reset'.

The user will now receive an email with their login credentials.

User Profile Matrix for STCM User (Including All Optional Features)

No.	User Right	What does it provide access to?	What does it allow the user to do?
	Read only call plan access	Welcome, Performance, Notifications, Event History, Shared Values	View only, except set up Notifications. If 'Point my number' is included user can only view and copy plans. Cannot make any edits.
	Read only call plan access without activation	As above	As above except the user will also not be able to make a copied plan active.

No.	User Right	What does it provide access to?	What does it allow the user to do?
	Access to Notification	Add/remove the Notification tab to the profile	Allow the user to set up notifications for change events on the STCM account
	Access to View History	Add/remove the Event History tab to the profile	Allow the user to view change events on the account
	Access to Advanced Statistics	Adds/removes the Advanced Statistics tab to the profile	Run and download reports
	Access to Announcements	Adds/removes the Announcements tab to the profile	View, edit, delete, download or listen to announcements
	Access to LCA Management	Adds/removes the LCA Management tab to the profile	View, create, edit, delete LCA settings
	Access to Performance	Adds/removes the Performance tab to the profile	View performance wall board
	Access to Push Reports	Adds/removes the Reports tab to the profile	Subscribe to Push Reports or change current subscribed users, or options.
	Access to Voicemail	Adds/removes the Voicemail tab to the profile	Search & visibility of received Voicemails, but no other options including cannot playback, download or delete voicemails.
	Allow Voicemail Deletion	See Access to Voicemail	Search, view, or delete voicemails. View current voicemail storage
	Allow Voicemail Downloads	See Access to Voicemail	Search, view, listen, or download, voicemails. View current voicemail storage
	Access via an STCM GUI	Allow/Restrict access via the online portal	Enable the user to access the account via the Web
	Enable access via an STCM Mobile App	Allows the user to access the service via the mobile app	In line with portal profile: View numbers, Performance Statistics, change to another pre-built call plan, create single number destination call plans, and manage BC
	Enable Announcement Node	Add/Remove the option to configure this feature in a call plan	Configure Announcements in call plans

No.	User Right	What does it provide access to?	What does it allow the user to do?
	Enable Area Based Routing Node	Add/Remove the option to configure this feature in a call plan	Configure Area Based Routing in call plans
	Enable Call Plan Deletion	See Point my Number	Delete non-active call plans
	Enable Custom Field Management	Adds/removes the Custom Field button to the Point my Number page	Add, remove, edit Custom Fields
	Enable Hunt Groups	Not in use/no impact, configuration of the voicemail node is added as a default	NA
	Enable Standard Auto Attend IVR	Add/Remove the option to configure this feature in a call plan	Configure IVR/Auto Attend/Welcome Message in call plans
	Enable STCM Number Upload	Not in use/no impact	NA
	Enable termination to 01 Numbers	Add/Remove the rights to use 01 numbers as destination numbers	Allows the user to terminate calls to an 01 number
	Enable termination to 02 Numbers	Add/Remove the rights to use 02 numbers as destination numbers	Allows the user to terminate calls to an 02 number
	Enable termination to 03 Numbers	Add/Remove the rights to use 03 numbers as destination numbers	Allows the user to terminate calls to an 03 number
	Enable termination to 05 Numbers	Add/Remove the rights to use 05 numbers as destination numbers	Allows the user to terminate calls to an 05 number
	Enable termination to 07 Numbers	Add/Remove the rights to use 07 numbers as destination numbers	Allows the user to terminate calls to an 07 number
	Enable termination to 080 Numbers	Add/Remove the rights to use 080 numbers as destination numbers	Allows the user to terminate calls to an 080 number
	Enable termination to 084 Service Numbers	Add/Remove the rights to use 084 numbers as destination numbers	Allows the user to terminate calls to an 084 number
	Enable termination to International Numbers	Add/Remove the rights to use 08 & 03 numbers as destination numbers	Allows the user to terminate calls to an 08 or 03 number

No.	User Right	What does it provide access to?	What does it allow the user to do?
	Enable User Administration	Add/Remove the admin tab to the profile	Allows the user to view, add, remove, suspend and edit users
	Enable Voicemail to-Email	Not in use/no impact, configuration of the voicemail node is added as a default	NA
	Enable Voicemail to Email Node	Not in use/no impact, configuration of the voicemail node is added as a default	NA