

# Users

[Telecoms](#) [VoIP](#) [Edit Hosted VoIP Account](#) [Users](#)

Users are created where there is a requirement to make and / or receive calls. Traditionally this would be applied to individuals within a company, or for the purpose of a room (eg boardroom phone). By creating a user:

- a. Subscription charges are applied on a per user basis.
- b. If you choose a subscription with inclusive minutes, the minutes from each user is pooled for access by all users across the account.
- c. Users are assigned a unique extension ID, used for internal dialing. This is typically a 4 digit number.
- d. Multiple devices can be assigned to a user. These can include physical desk phones as well as softphone applications. Rules can be set as to which devices ring and in which order.
- e. A user can belong to a group. If the group is called as part of a call flow the users phone can be dialed as part of incoming calls.
- f. Each user can access their own optional control panel. Permission controls allow you to specify the functionality the user will see.
- g. Permission to allow hot desking can be applied, allowing a user to login to phones to access call facilities.
- h. A user can have a voicemail mailbox assigned.
- i. Users can access associated address books (eg company wide or group books), and they can create multiple personal books. The content of personal books can only be accessed by logging into the users control panel.
- j. User specific usage can be accessed via call management controls. These include, but not limited to itemised calls (inbound and outbound), call statistics, call heatmaps, and call recordings.