

Create a Tenant

Create a tenant before adding tenant-specific extensions, DIDs, routing, media, and user permissions. A tenant is the top-level container for a customer's PBX configuration.

Information

Name:

Code:

- Allow onnet calls from this tenant
- Allow onnet calls to this tenant
- Allow any Caller ID usage when dialing out
- Block any outbound call with wrong Caller ID
- Allow incoming Caller ID usage when dialing out
- Allow incoming Caller ID with prefix usage when dialing out
- Allow any Caller ID usage when dialing out an emergency number
- Force recording for emergency calls
- Force using a pincode for onnet calls
- Allow transcript for recorded calls
- Allow summary for recorded calls
- Allow sentiment and emotion analysis for recorded calls

Alert email:

Emergency recording email:

Default time zone:

Routing profile:

Call campaign routing profile:

New tenant form filled with Kartoon Cars and tenant code KARTOON.

Open the tenant form

1. Log in with an administrator account that can add tenants.
2. Open **Admin > Tenants**.
3. Select **Add** or **New** to open **Define Tenant**.

Enter name and code

1. In **Name**, enter **Kartoon Cars**.
2. In **Code**, enter **KARTOON**.
3. Review the defaults for calling, routing, parking, billing, limits, and storage.
4. Select **Save**.

The tenant code must be unique. Use an alphabetic code such as **KARTOON**. Avoid numbers, spaces, hyphens, and underscores unless your deployment has a specific reason to use them.

Why the code matters

MIRTA PBX uses the tenant code when creating extension usernames. The username format is:

```
<extension username>-<tenant code>
```

For example, with tenant code **KARTOON**, an extension username **201** becomes **201-KARTOON**. This keeps usernames unique across tenants even when two tenants use the same extension numbers.

After a tenant has been saved, the code field becomes read-only in the tenant form. Use the **Change** button beside the code only when you intentionally need to rename the tenant code, because extension usernames and related references depend on it.

Revision #5

Created 2026-06-02 09:21:34 UTC by Admin

Updated 2026-06-02 10:28:58 UTC by Admin