

Tenants

Tenants administration tasks.

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Overview

The **Tenants** page is the global administration area for creating, reviewing, and opening tenant records.

Open Tenants

1. Log in with a user profile that has tenant administration permissions.
2. Open **Admin > Tenants**.
3. Select an existing tenant to edit it, or use the add action to create a new one.

What a tenant controls

A tenant defines the PBX boundary for extensions, DIDs, routing profiles, billing, call limits, recording storage, provisioning, and feature limits. Most configuration pages work against the tenant currently selected in the top bar.

Administrators only see tenants allowed by their user or group permissions, unless their profile allows access to all tenants.

Related page

See [Edit a Tenant](#) for a field-by-field explanation of the tenant form.

Edit Tenant

The **Define Tenant** form is based on the MiRTA PBX tenant template. Some fields can be hidden, locked, or unavailable depending on default-field rules and the administrator's permissions.

Each block below follows the sections shown in the tenant form. Use the screenshot to locate the block in the interface, then review the field descriptions for that block.

Information

Information

Name:

Code:

CANISTRACCI

Change

- 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:

Use server default



Routing profile:

No outbound calls



Call campaign routing profile:

Use tenant default routing profile



Fax routing profile:

Use default routing profile



SMS Routing profile:

No outbound SMS



Email Template profile:

No Email Template profile selected



Default Cronjob server:

System Default



Information section of the Define Tenant form.

Use the **Information** block to set the tenant identity, caller ID permissions, recording-related feature flags, default routing profiles, processing servers, and tenant status.

| Field | Description |
|--|---|
| Name | Tenant display name. It is used internally and can be any descriptive string. |
| Code | Unique tenant identifier. It is used when building extension usernames. Prefer letters only; avoid numbers, spaces, hyphens, and underscores. |
| Allow onnet calls from this tenant | Allows extensions in this tenant to place on-net calls. |
| Allow onnet calls to this tenant | Allows other tenants or on-net routes to call this tenant. |
| Allow any Caller ID usage when dialing out | Allows outbound calls to use caller IDs outside the normal tenant assignment. |
| Block any outbound call with wrong Caller ID | Rejects outbound calls when the caller ID is not valid for the tenant rules. |
| Allow incoming Caller ID usage when dialing out | Allows caller IDs received on inbound calls to be reused for outbound calls. |
| Allow incoming Caller ID with prefix usage when dialing out | Allows prefixed incoming caller IDs to be reused for outbound calls. |
| Allow any Caller ID usage when dialing out an emergency number | Relaxes caller ID restrictions for emergency calls. |
| Force recording for emergency calls | Forces recording on emergency calls. |
| Force using a pincode for onnet calls | Requires PIN-code authentication for on-net calls. |
| Allow transcript for recorded calls | Enables transcription options for recordings. Disabling it clears pending transcription requests and tenant-level transcript settings. |
| Allow summary for recorded calls | Enables AI summary options for recordings. Disabling it clears pending summary requests and tenant-level summary settings. |
| Allow sentiment and emotion analysis for recorded calls | Enables AI sentiment and emotion analysis for recordings. Disabling it clears pending sentiment requests and tenant-level sentiment settings. |
| Alert email | Email address used for tenant alerts. |
| Emergency recording email | Email address used for emergency-call recording notifications. |
| Default timezone | Tenant timezone. When blank, the server default is used. |
| Routing profile | Default outbound voice routing profile. If blank, outbound voice calls are not allowed by default. |

| Field | Description |
|-------------------------------|---|
| Call campaign routing profile | Routing profile used by call campaigns. It can inherit the tenant default. |
| Fax routing profile | Routing profile used for fax traffic. It can inherit the default routing profile. |
| SMS Routing profile | Routing profile used for outbound SMS. If blank, outbound SMS is not allowed. |
| Email Template profile | Email template profile assigned to tenant-generated emails. |
| Default Cronjob server | Node used by tenant cron jobs. System Default uses the global default. |
| Default Campaign server | Node used by tenant campaigns. System Default uses the global default. |
| Fax server | Node used for tenant fax processing. System Default uses the global default. |
| Status | Enables the tenant, disables it, or disables it after an expiration date. |
| Expiration date | Date used when status is set to Expiration date . |

Server affinity

Server affinity

Preferred Parking Lot server:

Preferred Queue server:

Server affinity section of the Define Tenant form.

Use the **Server affinity** block to prefer specific nodes for services that can be hosted on different servers.

| Field | Description |
|------------------------------|---|
| Preferred Parking Lot server | Preferred node for tenant parking lots. Empty means system default. |
| Preferred Queue server | Preferred node for tenant queues. Empty means system default. |

Parking lots

Parking lots

Parking lot start number:

Parking lot end number:

Parking lot server:

Parking lots section of the Define Tenant form.

Use the **Parking lots** block to define the call parking range and the node that hosts the tenant parking lot.

| Field | Description |
|--------------------------|--|
| Parking lot start number | First parking slot number. After changes, the parking module may need reload or Asterisk may need restart. |
| Parking lot end number | Last parking slot number. After changes, the parking module may need reload or Asterisk may need restart. |
| Parking lot server | Specific node hosting the parking lot, or Automatic . |

Recording Storage

Recording Storage

Storage type:

Upload recording at call end:

Recording Storage section of the Define Tenant form.

Use the **Recording Storage** block to choose where call recordings are stored and which upload credentials or directories are used. Some fields appear only for the selected storage backend.

| Field | Description |
|-------|-------------|
|-------|-------------|

| | |
|---|---|
| Storage type | Recording backend: default, database, filesystem, FTP, SFTP, SSL-FTP, no storage, AWS S3, or Google Drive. Database retention applies only to database storage. |
| JSON Service Account key | Google Drive service account key, shown when Google Drive storage is selected. |
| Host / Region | FTP/SFTP host, optionally with port, or AWS region when AWS S3 is selected. |
| User / Key | FTP/SFTP username or AWS access key. |
| Password / Secret | FTP/SFTP password or AWS secret. |
| Use passive FTP | Enables passive FTP mode for FTP/SSL-FTP storage. |
| Directory / Bucket name / Shared directory ID | Filesystem or FTP directory, AWS bucket, or Google Drive shared directory ID. |
| Upload recording at call end | Controls whether recordings are uploaded immediately at call end or only by batch processing. |
| Remove recordings on database expiration | Deletes the recording file when recording metadata expires from the database. It is not retroactive. |

Billing

Billing

Billing code: Use as dial prefix

Extra code:

Billing type: CDR module ▼

Call rate: Do not apply call rate ▼

Call campaign call rate: Use normal call rate ▼

Default conference call rate: Do not apply call rate ▼

Payment type: Prepaid ▼

Alert on credit lower than: No Alert

Bill onnet calls

On Net calls digits to add:

On Net calls number of digits to remove: 0

Pay the bill media file: No message played ▼

Billing section of the Define Tenant form.

Use the **Billing** block to define billing identifiers, call rating, payment mode, credit alerts, and on-net call billing behavior.

| Field | Description |
|--------------------|--|
| Billing code | Code available to templates and integrations as <code>\${BILLINGCODE}</code> . |
| Use as dial prefix | Uses the billing code as a dial prefix. |
| Extra code | Additional code available as <code>\${EXTRACODE}</code> . |
| Billing type | Choose CDR billing, experimental CEL billing, or skip the billing module. |

| Field | Description |
|---|--|
| Call rate | Default call rate applied to the tenant, or no call rate. |
| Call campaign call rate | Call rate used by campaigns, or the normal call rate. |
| Default conference call rate | Default rate profile for conference room calls. |
| Payment type | Prepaid or post-paid billing mode. |
| Alert on credit lower than | Credit threshold that triggers alerts. Non-numeric values are treated as no alert. |
| Bill onnet calls | Controls whether on-net calls are billed. |
| On Net calls digits to add | Digits added to on-net numbers for normalization or billing. |
| On Net calls number of digits to remove | Digits removed from on-net numbers before normalization or billing. |
| Pay the bill media file | Audio message played when outbound dialing is blocked for payment reasons. |

Microsoft Teams integration

Microsoft Teams integration

MSTeams address:

Tenant ID:

Microsoft Teams integration section of the Define Tenant form.

Use the **Microsoft Teams integration** block when the tenant is connected to Microsoft Teams services.

| Field | Description |
|-----------------|--|
| MSTeams address | Gateway address used for Microsoft Teams integration. |
| Tenant ID | Microsoft Teams tenant ID used for extension status integration. |

Third party integration - Additional fields

Third party integration - Additional fields

Preferred server:

Field 001:

Field 002:

Field 003:

Third party integration additional fields section of the Define Tenant form.

Use the **Third party integration - Additional fields** block to store tenant-specific values consumed by external integrations.

| Field | Description |
|------------------|--|
| Preferred server | Preferred node used by third-party integration fields. |
| Field 001 | Custom integration value available as <code>\${EXTRAFIELD001}</code> . |
| Field 002 | Custom integration value available as <code>\${EXTRAFIELD002}</code> . |
| Field 003 | Custom integration value available as <code>\${EXTRAFIELD003}</code> . |

Security - Call Limits

Security - Call Limits

Apply call cost limits:

Extension daily call cost limit:

Extension monthly call cost limit:

Tenant daily call cost limit:

Tenant monthly call cost limit:

Extension daily call cost warning:

Extension monthly call cost warning:

Tenant daily call cost warning:

Tenant monthly call cost warning:

Route call cost limit:

Abuse Detection:

Security - Call Limits section of the Define Tenant form.

Use the **Security - Call Limits** block to configure spend limits, warning thresholds, route cost limits, and abuse detection behavior.

| Field | Description |
|---|--|
| Apply call cost limits | Use system default, apply the limits below, or allow unlimited calling. |
| Extension daily/monthly call cost limit | Maximum daily or monthly spend per extension. When reached, outbound calls are blocked. |
| Tenant daily/monthly call cost limit | Maximum daily or monthly spend for the whole tenant. When reached, outbound calls are blocked. |
| Extension daily/monthly call cost warning | Spend threshold per extension that sends alert email before the hard limit is reached. |

| Field | Description |
|--|--|
| Tenant daily/monthly call cost warning | Spend threshold for the whole tenant that sends alert email before the hard limit is reached. |
| Domestic / International values | When split cost limits are enabled, separate domestic and international limits or warnings are shown. |
| Route call cost limit | Maximum allowed cost for a call route. More expensive routes are refused. |
| Abuse Detection | Locks an extension when suspicious calling activity is detected. Options include system default, off, or after 5, 10, 15, or 50 calls. |

Provisioning

Provisioning

Optional export directory:

Provisioning host name:

Provisioning section of the Define Tenant form.

Use the **Provisioning** block to control phone provisioning export behavior and the host name shown to provisioning clients.

| Field | Description |
|---------------------------|--|
| Optional export directory | Filesystem directory where phone provisioning files are exported. |
| Provisioning host name | Hostname shown in Configuration > Provisioning > Phones. If blank, MiRTA PBX uses the admin setting, theme, or current web host. |

Custom

Custom

Custom dashboard PHP file:

Custom section of the Define Tenant form.

Use the **Custom** block for tenant-specific custom dashboard behavior.

| Field | Description |
|---------------------------|-------------------------------------|
| Custom dashboard PHP file | Tenant-specific dashboard PHP file. |

Note

Note

Additional Info:

Note section of the Define Tenant form.

Use the **Note** block for internal tenant notes.

| Field | Description |
|-----------------|---|
| Additional Info | Free-form internal note stored on the tenant. |

Restrictions

Restrictions

Custom Destinations:

Restrictions section of the Define Tenant form.

Use the **Restrictions** block to decide whether custom destination types are enabled by default or disabled by default for the tenant.

| Field | Description |
|-------|-------------|
|-------|-------------|

Custom Destinations

Sets whether custom destinations are enabled by default or disabled by default, with an exception list selected in the multi-select control.

Max number of

Max number of

Inbound/Outbound Channels:

Inbound Channels:

Outbound Channels:

Any Channel:

Fax Channel:

Extensions:

External Agents:

DIDs:

Mediafiles:

Conditions:

IVRs:

Hunt Lists:

Conference Rooms:

Queues:

Paging & Intercoms:

Flows:

Custom Destinations:

DISA:

Feature Codes:

Short Numbers:

Max number of section of the Define Tenant form.

Use the **Max number of** block to set tenant capacity limits. A blank or non-numeric value is saved as unlimited by the tenant administration logic.

| Field | Description |
|---------------------------|--|
| Inbound/Outbound Channels | Maximum total external inbound plus outbound channels. |
| Inbound Channels | Maximum inbound external channels. |
| Outbound Channels | Maximum outbound external channels. |
| Any Channel | Maximum total channels regardless of source or destination. A normal call uses two channels. |
| Fax Channel | Maximum channels used for fax sending. |
| Extensions | Maximum extensions. |
| External Agents | Maximum external agents. |
| DIDs | Maximum DIDs. |
| Mediafiles | Maximum media files. |
| Conditions | Maximum conditions. |
| IVRs | Maximum IVRs. |
| Hunt Lists | Maximum hunt lists. |
| Conference Rooms | Maximum conference rooms. |
| Queues | Maximum queues. |
| Paging & Intercoms | Maximum paging and intercom groups. |
| Flows | Maximum flows. |
| Custom Destinations | Maximum custom destinations. |
| DISA | Maximum DISA entries. |
| Feature Codes | Maximum feature codes. |
| Short Numbers | Maximum short numbers. |
| CallerID Black List | Maximum caller ID blacklist entries. |
| Call Campaigns | Maximum call campaigns. |
| AGI Scripts | Maximum AGI scripts. |
| Conduits | Maximum conduits. |
| Voicemails | Maximum voicemail boxes. |
| Phone Books | Maximum phone books. |
| Provisioning | Maximum provisioning entries. |

Actions

The action buttons are shown at the bottom of the form.

| Action | Description |
|--------|--|
| Save | Saves the tenant. When creating a tenant, MiRTA PBX also creates default settings, a parking lot, and assigns the creating user to the tenant. |
| Delete | Deletes the tenant and related tenant objects when the administrator has delete permission. The UI asks for confirmation. |
| Back | Returns to the tenant list without saving the current form. |