Account Create for BeYOC via API

Table of Contents

Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2025-02-06	Document Creation	Collin Winget
1.1	2025-03-25	Updated the *telephonenumber* endpoint to not require *directoryListing*	Collin Winget

Intended Audience

Alianza's Be Your Own Carrier (BeYOC) solution is for LEC service providers and national carriers who want to leverage Alianza's powerful cloud communications platform while continuing to operate their own PSTN call routing infrastructure, retain ownership of telephone numbers, existing PSTN trunking, and remain in the call flow for inter-carrier compensation eligibility.

This document's intended audience is for Service Providers who are integrating with the Alianza Platform and are using the BeYOC solution. It is designed to provide the necessary tools and guidelines to help users effectively interact with our API, build integrations and leverage our platform to enhance their applications and services.

About Alianza's APIs

Alianza has many public APIs that can be used for partition and account orchestration. To view our full suite of APIs, with code examples, please view our public API documentation: https://developer.alianza.com/provisioning-api

For an overview of our API solution, see Alianza's Provisioning APIs data sheet.

Additionally, Alianza provides a beta environment for customers to develop in a non-production environment. Talk to your Alianza representative to have a beta partition created with settings that mimic those of your production environment. The beta environment is not an exact copy of the production environment, and IDs of key elements are different including *PartitionId*, *CarrierId*, *CallingPlanId*.

If you have any questions regarding our public APIs, please contact your Customer Success Manager or sales representative for assistance.

Authentication/Working with Tokens

Before using the Alianza API, an authentication call must be made to acquire a token. The token is passed in the X-AUTH-TOKEN header in each subsequent call. Tokens are valid for 8 hours from the last use.

POST	`/v2/authorize`

POST BODY

NAME	DESCRIPTION OF VALUE
username	Alianza platform account needed to access platform. It is recommended to create an account used only by the API. Username is an email address. (string)
password	Password assigned to the username. (string)

RESPONSE BODY

NAME	DESCRIPTION OF VALUE
authToken	Authentication token used in the X-AUTH-TOKEN header in each subsequent call (string)
partitionId	Unique key used to reference the Alianza service provider partition. (string)

 * Additional name/values not listed

EXAMPLE POST JSON

```
{
"username" : "user@email.com",
"password" : "thisISmyP4ssw0rd"

}
```

EXAMPLE RESPONSE

The response includes details about this management user and an Auth Token to be used as X-AUTH-TOKEN in the header of subsequent requests.

```
{
"authToken": "xRyqjCTfSK3tl5W6aa61xg",
"userId": "9sPet0RZ5mnniO271ojg",
"userType": "User",
"username": "user@email.com",
"firstName": "User",
"lastName": "Test",
"partitionId": "asdk12387asdhjkASD1",
"partitionName": "TEST CUSTOMER",

"permissions": {
"Account": "DELETE",
        ...
```

```
}
```

CURL REQUEST

Here's an example of how to use this Auth Token as a cURL request:

```
curl --location --request POST
'https://api.alianza.com/v2/partition/asdk12387asdhjkASD1/account'
--header 'Content-Type: application/json'
--header 'X-AUTH-TOKEN: xRyqjCTfSK3tl5W6aa61xg'
--data-raw '{
    "partitionId": "asdk12387asdhjkASD1",
    . . . .
    . . . .
}'
```
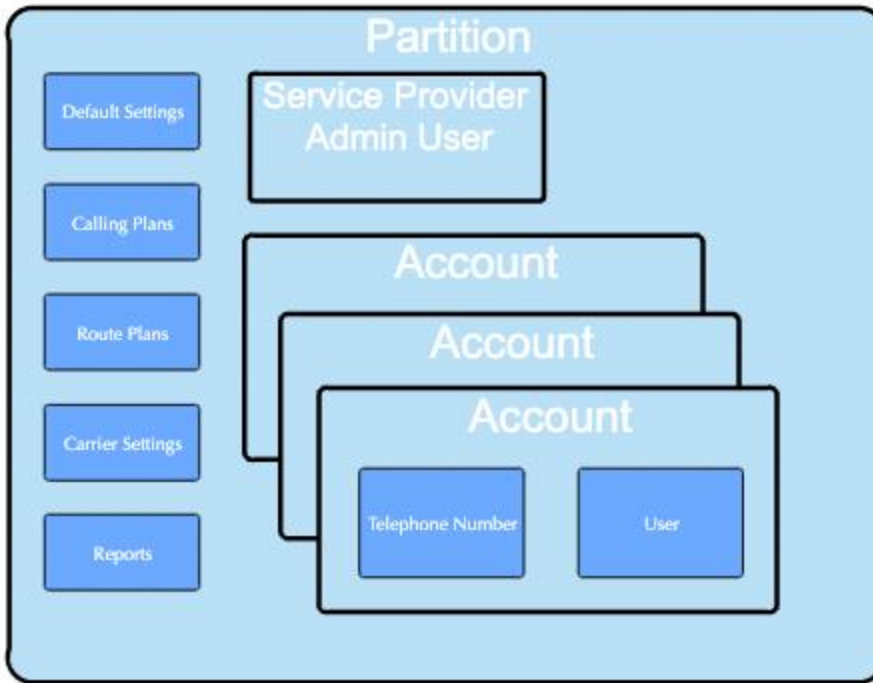
Account Architecture

Partitions, Sub-Partitions, and Partition IDs

A partition is the logical separation between Alianza customers in the platform. A partition contains multiple accounts. Each partition has its own ID, which is required for every API interaction.

Most customers use a single partition, and will always use the same ID, but if you have multiple sub-partitions, each will have its own ID. Sub-partitions may be used for different brand names, different telephone number carrier services arrangements, or other unique reasons.

If you need help determining which partition you should use for a certain scenario, please consult your Customer Success Manager (CSM).

Alianza Partition Structure

Alianza Sub-Partition Structure
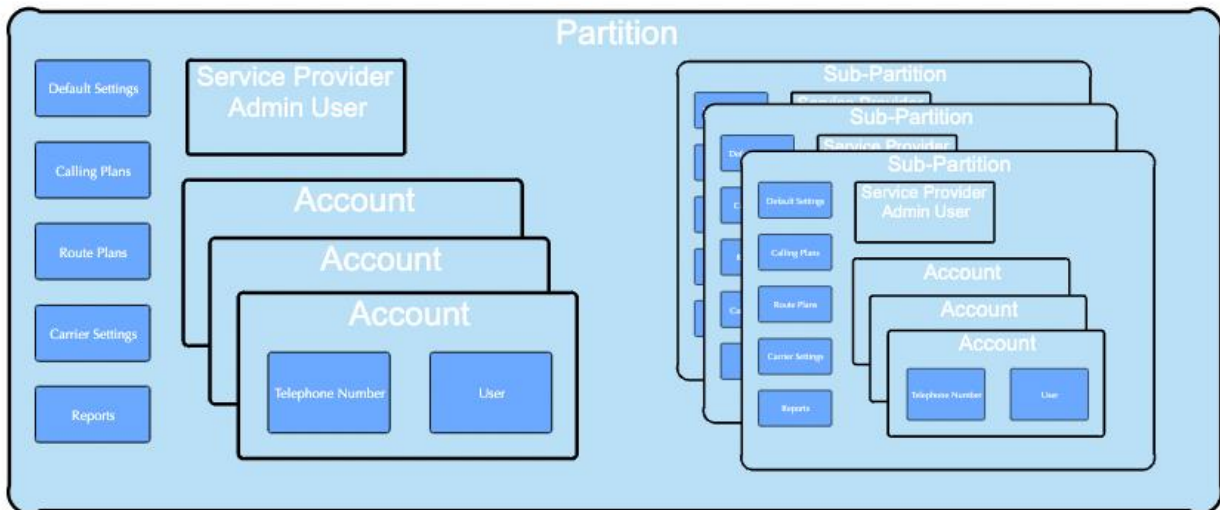
Alianza Products

Accounts that are created within the Alianza platform must contain a product. Continue reading for a summary of each of our products with a diagram to show the architecture.

Business Cloud Communications

The Business Cloud Communications (BCC) product fits most business customers' needs. BCC is a user-centric product, which means that the settings on the **User** object determine how a call is routed. This is like a line or endpoint in other call platforms.

Telephone numbers are top-level objects on the account. A user can exist with or without a phone number. To route calls to a user, the telephone number references that user.

Devices exist under the user. A call is routed to a user, rather than being routed directly to a device. If the user has multiple devices, all devices ring simultaneously when the user receives a call.

BCC supports IP phones, ATAs, and the Alianza UC app.
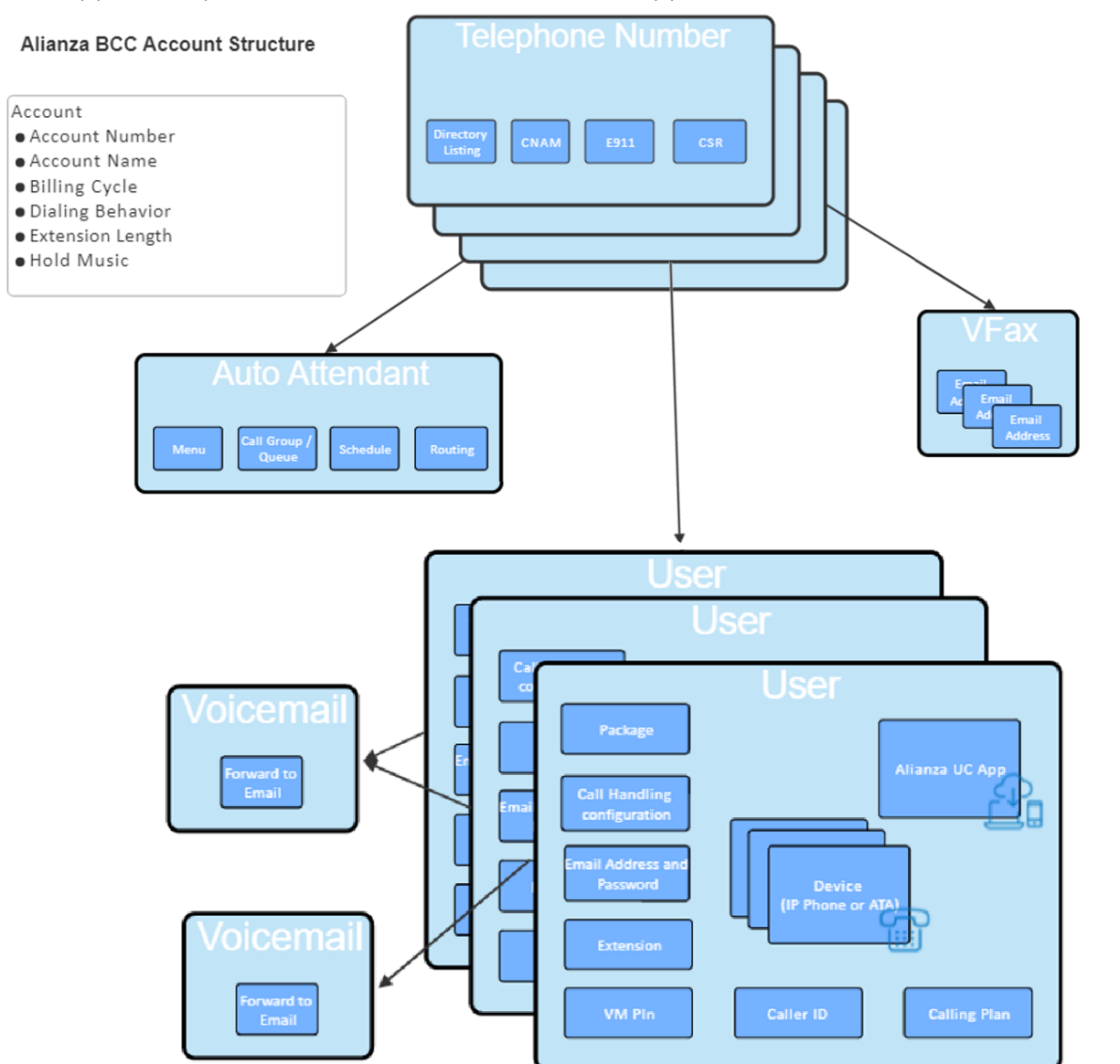
Business Lines

Business Lines is a simplified business product that supports only analog lines using ATA devices. It is line-centric, rather than being user-centric. A telephone number can reference a line directly or reference a hunt group to ring multiple lines in various ring strategies.

Alianza Business Lines Account Structure

Account
- Account Number
- Account Name
- Billing Cycle
- Dialing Behavior
- Extension Length
- Calling Plan
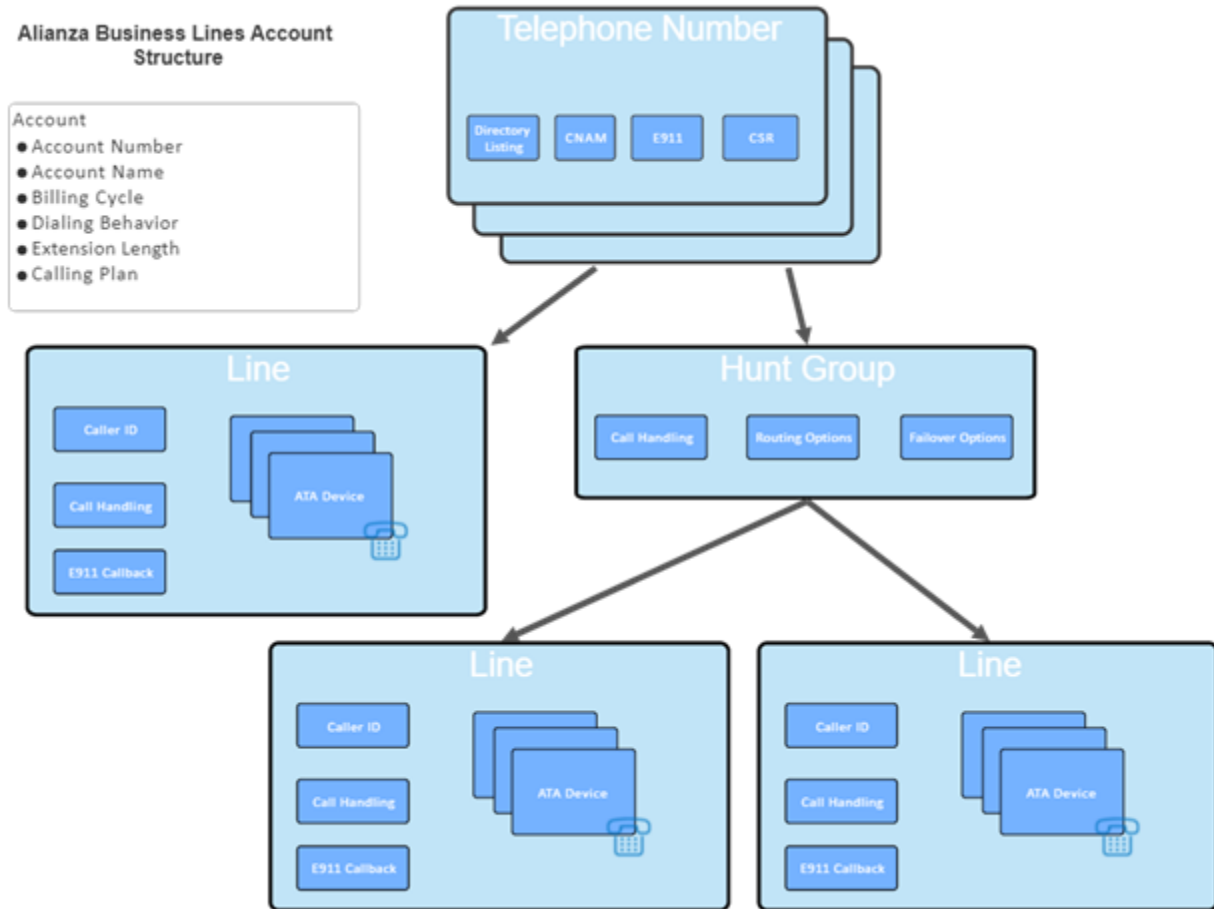
Home Phone

The Home Phone product is a simplified version of the BCC product without business features. It supports one telephone number, one user, and one device (ATA only).
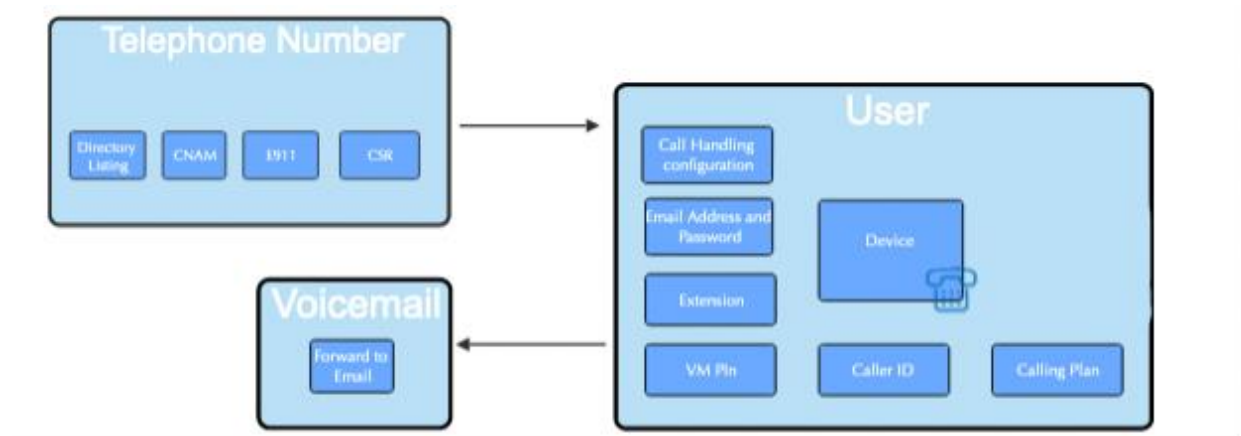
SIP Trunks

SIP, or Session Initiation Protocol, has become the standard voice connection method in the VoIP industry. A SIP trunk is a connection that carries calls for multiple endpoints, as opposed to a single endpoint, as in the case of most other SIP devices.
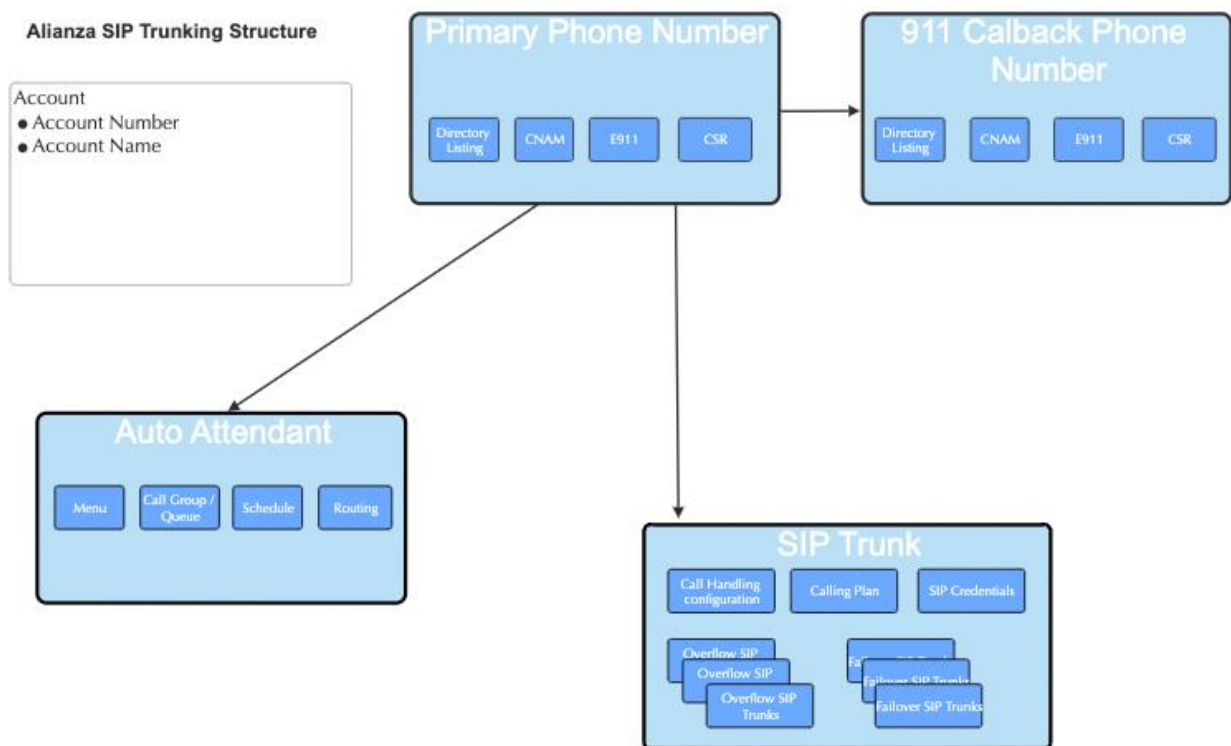
Account Create

For a fully functional Customer End User Account, an integration needs to take the following general steps:

1. Create an account
2. Create a user (not required for Business Lines, or SIP Trunking)
3. Add a phone number
4. Reference the phone number to a user, Business Line, or SIP Trunk.
   - For a Business Line, you will also need to set caller ID.
5. Create a device (not needed for a SIP trunk or the Alianza UC app)

Depending on the scenario, different endpoints or a different flow may be needed. For help with your specific needs, please consult your Customer Service Manager (CSM).

There are two types of accounts on the Alianza platform:

- **Business** accounts facilitate a full feature suite of hosted PBX functionality for more complex arrangements for small, medium & enterprise business. Business Cloud Communications (BCC), Business Lines, SIP Trunks, Contact Center, and Virtual Fax all require this account type.

- **Home Phone** accounts are designed to provide telephony services to residential users. Home Phone accounts support one user with one phone number and one device.

> **PRICING**
>
> Each product type may have different pricing. Please consult your Customer Service Manager (CSM) for any questions about pricing.

An account is the container for all elements of the end customer. After an account is created, telephone numbers, users, and devices can be added.

ALIANZA

The response body will include an ID used for API interactions in the account, such as adding telephone numbers and users.

POST	`/v2/partition/{{PartitionId}}/account`

POST BODY

Name	Description of Value
accountNumber	An identifier for the account. Typically, this should match the identifier in your billing system. This needs to be unique across your partition. It can be up to 25 characters. (string)
accountName	A human-readable name for an account. For a business this could be the business name, and for a residence this could be the end user's first and last name. (string)
extensionLength	The number of digits required for each extension. This is set when the account was created and cannot be modified. (integer, 3–6)
billingCycleDay	The day of the month that marks the start of the monthly billing cycle. Calling Plan minutes refresh at midnight UTC on the account's monthly billing date. (integer, 1–28)
accountType	This indicates whether the account will be a Business or Home Phone account. For Business, use "ADVANCED". For Home Phone, use "SIMPLE". (enum)
platformType	This is needed for newer platform features, like BCC & SIP Trunks. Use "CPE2". If creating a Home Phone, CPBX, or Business Lines account use CPE1.
dialingBehaviorType	How your users will dial phone numbers when making calls. "OPEN_DIAL_PLAN_TEN_DIGIT" will allow users to dial extensions, 10 digits, or 11 digits, but will not allow 7 digits. See "Account Device Settings" in the Help Center for more details. StringEnum: "SEVEN_DIGIT", "TEN_DIGIT", "OPEN_DIAL_PLAN", "DIAL_NINE_SEVEN_DIGIT", "DIAL_NINE_TEN_DIGIT", "OPEN_DIAL_PLAN_TEN_DIGIT"
timeZone	The time zone associated with the account. StringEnum: "US/Samoa", "US/Hawaii", "US/Alaska", "US/Pacific",

ALIANZA

Name	Description of Value
	"US/Arizona", "US/Mountain", "US/Central", "US/Eastern", "America/St_Thomas", "Canada/Pacific", "Canada/Mountain", "Canada/Central", "Canada/Eastern", "Canada/Atlantic", "Canada/Newfoundland"
regulatoryType (optional)	This is used for reporting purposes only and is entirely optional. No functionality is tied to this setting. If this setting is not provided, the default at the partition level will be used. StringEnum:"RESIDENTIAL", "COMMERCIAL", "GOVERNMENT"
customField (optional)	Use this field to assign any other necessary or needful information not otherwise covered in this form. (string)

EXAMPLE JSON

```
{
"billingCycleDay": "1",
"accountNumber": "SP-123",
"accountName": "Customer Name",
"timeZone": "US/Mountain",
"extensionLength": 4,
"accountType": "ADVANCED",
"dialingBehaviorType": "OPEN_DIAL_PLAN_TEN_DIGIT",
"platformType": "CPE2"
}
```

EXAMPLE RESPONSE

```
{
"id": "WL84q5lBTumKvm_Ait_hZA",
"partitionId": "asdk12387asdhjkASD1",
"accountNumber": "SP-123",
"accountName": "Customer Name",
"billingCycleDay": 1,
"status": "ACTIVE",
"timeZone": "US/Mountain",
"accountType": "ADVANCED",
"platformType": "CPE2",
```

ALIANZA

```
"extensionLength": 4,

"dialingBehaviorType": "OPEN_DIAL_PLAN",

"routePlanId": "2ea93a62-2c44-4ab6-8fcb-a7b3c0b735e6",

"holdMusicMediaId": "5967df89-c80e-4e94-b73f-f6f29202de1e",

"holdTimeoutSeconds": 143,

"allowDangerousExtensions": false,

"sendWelcomeEmail": true,

"regulatoryType": "RESIDENTIAL",

"endUserCount": 0,

"callingPlans": []
}
```

Create User

The **User** object is the central call routing object for a BCC or Home Phone product. Once an account has been created, a user can be added to the account.

A user is not required for the Business Lines or SIP Trunk products.

The response will include the User ID that can be used later to add devices, and for the Telephone Number reference.

POST	/v2/partition/{{PartitionId}}/account/{AccountId}}/user

POST BODY

Name	Description of Value
firstName	The user's first name or identifier. (string)
lastName	The user's last name or identifier. (string)
extension	The unique extension number for the user. The number of digits in the extension is determined by the extension length defined at the account level. For an account with 4-digit extension length, this could be 2000-8999. (integer)
userProductPlan	The user's feature plan. This is required for a BCC user and is not used for a Home Phone user. This setting determines which features are available to the user, such as the Alianza UC App. StringEnum: "STANDARD", "ADVANCED", "PROFESSIONAL"

ALIANZA

Name	Description of Value
allowPortalAccess	This toggle allows you to enable or disable access to the Voice Portal. Because Advanced and Professional plans come with the UC apps, Voice Portal access is enabled by default and the user's email address is required. Once the user is created, the user will receive an email with their Voice Portal and Alianza UC App login information. If not provided, it will default to FALSE.
endUserType	This is not used for a Home Phone user. By default, end users only have access to manage their own settings in the Voice Portal. Admin users, however, can manage settings for other users on the account. For more information, see [Admin User Types (BCC)](#) in the help center. For a non-admin user, choose "STANDARD". For an Admin User, choose one of the following user types: "BASIC_ADMIN", "STANDARD_ADMIN", "ADVANCED_ADMIN", "SUPER_ADMIN",
username	Used for login to the end user portal or the Alianza UC app. This is *required* if the Voice Portal Access toggle is enabled, but it's optional if the toggle is disabled. The username may contain letters and/or numbers and must be unique across all Alianza partitions and accounts. Consider using the user's email address or phone number. The user can log in to the portal with their email address and/or username, regardless of this setting. (string)
emailAddress	This is *required* if the Voice Portal Access toggle is enabled, but it's optional if the toggle is disabled. Used to deliver Welcome emails and Password Reset emails.
timeZone	The user's time zone. StringEnum: "US/Samoa", "US/Hawaii", "US/Alaska", "US/Pacific", "US/Arizona", "US/Mountain", "US/Central", "US/Eastern", "America/St_Thomas", "Canada/Pacific", "Canada/Mountain", "Canada/Central", "Canada/Eastern", "Canada/Atlantic", "Canada/Newfoundland"

Name	Description of Value
blockEmail (optional)	When a user is created, they are sent an email with their login information for the end user portal and UC app. Set this value to TRUE if you don't want the user to get this email right now.

* Additional name/values not listed

EXAMPLE JSON

```
{
"username": "john.smith@example.com",
"firstName": "John",
"lastName": "Smith",
"emailAddress": "john.smith@example.com",
"userProductPlan": "STANDARD",
"timeZone": "US/Mountain",
"extension": "4000",
"endUserType": "STANDARD",
"allowPortalAccess": true,
"blockEmail": false
}
```

EXAMPLE RESPONSE

```
{
"id": "Nyaqv4uxQAKFr_wt_KPmFw",
"username": "john.smith@example.com",
"firstName": "John",
"lastName": "Smith",
"emailAddress": "john.smith@example.com",
"mustChangePassword": true,
"languageTag": "en-US",
"partitionId": "asdk12387asdhjkASD1",
"accountId": "WL84q5lBTumKvm_Ait_hZA",
"callingPlans": [{
"referenceId": "Nyaqv4uxQAKFr_wt_KPmFw",
"referenceType": "END_USER",
"callingPlanProductId": "kDYwy3XRSeapkI8uHi9ziQ",
```

ALIANZA

```
"startDate": "2024-02-14T12:46:46.130Z",
"planMinutes": 20000,
"secondsRemaining": 1200000
}],
"devices": [],
"timeZone": "US/Mountain",
"extension": "4000",
"callerIdConfig": {
"externalCallerIdVisible": false,
"extensionCallerIdVisible": true
},
"callHandlingSettings": {
"callWaitingEnabled": true,
"doNotDisturbEnabled": false,
"callHandlingOptionType": "RingPhone",
"ringPhoneCallHandling": {
"busyCallHandling": {
"type": "Voicemail"
},
"noAnswerCallHandling": {
"type": "Voicemail",
"timeout": 20
},
"unregisteredCallHandling": {
"type": "Voicemail"
}
}
},
"callScreeningSettings": {
"anonymousCallScreen": "Allow",
"anonymousRingType": "StandardRing",
"tollFreeCallScreen": "Allow",
"tollFreeRingType": "StandardRing",
"defaultCallScreen": "Allow",
"defaultRingType": "StandardRing"
},
"callHandlingSchedules": [],
"voicemailBoxId": "H6WvtW6cRi6P9uI3HTTUNA",
"endUserType": "STANDARD",
"userProductPlan": "STANDARD",
```

```
"pinLockedOut": false,
"welcomeEmailSent": "2024-02-14T12:46:46.380+00:00",
"blockEmail": false,
"allowPortalAccess": true
}
```

Add Phone Number

Adding a telephone number to an account enables it to route inbound calls to a specified destination, such as a user or a SIP trunk. It also allows the number to serve as the Caller ID for outbound calls.

A telephone number can be added with an operational status of either "STAGED" or "ACTIVE". A number in a staged status can be used for outbound Caller ID but will not route inbound calls, which is typically used during the porting process. Once the status is changed to active, the number will be fully functional on the platform.

Add BeYOC Phone Numbers

Follow these steps to add a Telephone Number to an account.

1. [Validate customer address](#).

[2. Add Telephone Number to an account.](#)

3. Set Phone Number Reference.

4. Activate Telephone Number.

Address Validation

Alianza partners with third-party services to validate addresses. This endpoint will parse a single line address into the proper format required by the API. If you use Alianza for E911 Management, using the Address Validation endpoint will increase the success rate in getting the address validated by the 911 service provider. The latitude and longitude can optionally be used to validate E911.

For best results, the user should visually validate their address before submission.

GET	https://api.alianza.com/v2/address/validate?address=333 S 520 W, Lindon,UT&country=USA

The *customerServiceRecord* object that is returned should be saved in memory to be used in subsequent requests.

EXAMPLE RESPONSE

```
{
"customerServiceRecord": {
"streetNumber": "333",
"streetNumberSuffix": "",
```

```
"preDirectional": "S",
"streetName": "520",
"streetSuffix": "",
"postDirectional": "W",
"city": "Lindon",
"state": "UT",
"postalCode": "84042",
"blockCustomerName": false
},
"latitude": "40.332486",
"longitude": "-111.728156",
"valid": true

}
```

This endpoint can also detect if the address is for a building that requires a unit number, and will return it on the same object:

```
{
"requiredFields": ["unit", "secondaryLocationDescription"],
"customerServiceRecord": {…}
}
```

Add Telephone Number to Account

After validating the address, the Telephone Number can now be added to the account.

POST	/v2/partition/{partitionId}/account/{accountId}/telephonenumber

POST BODY

Name	Description of Value
telephoneNumbers	An array of *phoneNumber* and operationalStatus. (array)
phoneNumber	An 11-digit string beginning with 1. i.e. 18015551212 (string)
operationalStatus	STAGED or ACTIVE. Calls will be routed only when the status is ACTIVE.
customerServiceRecord	**Required.** Formatting for this object can be retrieved from the address validation endpoint. The customer service record (CSR) identifies the customer's physical address, which will not automatically sync with your system. This is for Alianza's records only.

Name	Description of Value
	The Caller ID Name is part of this object. This is used for on-net calls only and will not sync with your system. You are still responsible for sending the CNAM to your CNAM vendor for off-net calls.
e911Address	**Optional.** If you are not using Alianza for E911 Management, this will not be used. Formatting will match the customerServiceRecord object, but may be a different address. If you use Alianza for E911 Management, this address will determine which PSAP a call will be routed to. If not provided, the *customerServiceRecord* address will be used for E911. Addresses which cannot be verified by the E911 provider will result in a rejection. E911 rejections will result in 911 calls being routed to the ECRC.
customerType	Describing the *customerServiceRecord* owner. (enum BUSINESS, RESIDENTIAL)
customerName	Caller ID name assigned to the phone number. (string – containing up to 15 alphanumeric characters)
firstName	End-user first name. Required with *customerType* of RESIDENTIAL. (string)
lastName	End-user last name. Required with *customerType* of RESIDENTIAL. (string)
businessName	In case *customerType* is BUSINESS (string)
streetNumber	NENA address element HNO (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St, Houston, TX. 54321 (string)
streetNumberSuffix	NENA address element HNS (as defined by RFC 4776). Bolded in the following example: 123 1/2 S. Jefferson St, Houston, TX. 54321 (string)
preDirectional	NENA address element PRD (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St, Houston, TX. 54321 (enum N, NE, E, SE, S, SW, W, NW)
streetName	NENA address element STN (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St, Houston, TX. 54321 (string)
streetSuffix	NENA address element STN (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St, Houston, TX. 54321 (string – abbreviation or full name.

Name	Description of Value
postDirectional	NENA address element PRD (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St. SW, Houston, TX. 54321 (enum N, NE, E, SE, S, SW, W, NW)
city	NENA address element PCN (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St Houston, TX. 54321 (string)
state	NENA address element STA (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St, Houston, Texas. 54321 (string – abbreviation or full name)
postalCode	NENA address element STA (as defined by RFC 4776). Bolded in the following example: 123 S. Jefferson St, Houston, Tx. 54321 (string)
directoryListing	Directory Listing structure
listed	Determines if the address should be included in directory listing. (boolean TRUE, FALSE)
Type	Determines if the address should be listed in 411/Information or published in local phone book. For testing it is recommended to use "NOT_LIST_NOT_PUBLISH". (enum LIST_PUBLISH, LIST_NOT_PUBLISH, NOT_LIST_NOT_PUBLISH)
referenceType	Defines the type of object to which the phone number is directed. (enum SIP_TRUNK, END_USER, IVR, LINE_APPEARANCE, LINE_HUNTGROUP)
referenceId	Identifier of the object to which the phone number is directed. I.e. If the *referenceType* is END_USER, the referenceId will be the userId. (string)

EXAMPLE REQUEST BODY

Response body should be the same.

```
{
 "telephoneNumbers": [
   {
     "phoneNumber": "18015551212",
     "operationalStatus": "ACTIVE"
   }]
```

ALIANZA

```
    },
    "customerServiceRecord": {
        "firstName": "John",
        "lastName": "Smith",
        "streetNumber": "333",
        "preDirectional": "S",
        "streetName": "520",
        "postDirectional": "W",
        "city": "Lindon",
        "state": "UT",
        "country": "USA",
        "postalCode": "84042",
        "secondaryLocationDescription": "SUITE",
        "unit": "500",
        "customerType": "RESIDENTIAL",
        "customerName": "Smith John"
    },
    "e911Address": {
        "address": {
            "firstName": "John",
            "lastName": "Smith",
            ...
        }
        "latitude": "40.332492",
        "longitude": "-111.728167"
    }
}
```

Set Phone Number Reference

The Reference ID and Reference Type associated with a Telephone Number determines the routing of inbound calls, while the Caller ID setting for a User specifies the telephone number displayed for outbound calls.

Both settings can be set through a PATCH or PUT request to the Telephone Number endpoint.

PATCH	`/v2/partition/{partitionId}/account/{accountId}/telephonenumber/{telephoneNumber}`

Name	Description of Value
referenceType	The type of object that calls will be routed to. For a User, the Reference Type is END_USER. Possible options: 'SIP_TRUNK', 'END_USER', 'IVR', 'VFAX', 'BUSINESS_LINE', 'BUSINESS_LINE_HUNT_GROUP', 'AUTO_ATTENDANT', 'CONTACT_CENTER'
referenceId	The ID of the object that calls will be routed to, such as a User ID. (string)
assignAsCallerId	Set this value to TRUE to assign this number as outbound Caller ID on an End User. This setting only works for End Users and does not work for any other object type. (boolean)

Activate a Staged Telephone Number

The operational status of a phone number determines whether the number can place and receive phone calls on the subscriber device. If the phone number was added to the account as *Staged*, it must be updated to *Active* before it can make and receive phone calls on the subscriber device.

This can be changed via PATCH or PUT request to the Telephone Number endpoint.

PATCH	`/v2/partition/{partitionId}/account/{accountId}/telephonenumber/{telephoneNumber}`

EXAMPLE PATCH REQUEST BODY

Response body should be the same.

```
{
 "operationalStatus": "ACTIVE"
}
```

Create Device Line

Add a device to a user. This can be an ATA or an IP phone.

POST	/v2/partition/{partitionId}/account/{accountId}/deviceline

Name	Description of Value
partitionId	Unique key used to reference the Alianza service provider partition. (string)
accountId	Unique key used to reference the account. (string)
userId	Unique key used to reference the user. (string)
deviceName	Descriptive label on the device within the account. I.e. West Lobby, Doug's Polycom, etc. (string)
deviceTypeId	Used to determine the make and model of the device for use by the Alianza provisioning service. A current list can be obtained from the **/v2/ref/devicetype** endpoint. (enum SPA122, TM604G, VVX400, VVX500, SPIP650, etc. *list not complete*)
macAddress	MAC address of the device. (string, 12 hexadecimal characters)
lineNumber	Device line number to be activated (integer)
emergencyNumber	Phone Number to be used as 911 callback number. The address of this phone number is registered with 911 service and included with the phone number during a 911 call. If not provided, the user's Caller ID will be used. (string)

* A device is not required for Users with the Alianza UC App, which is applied automatically when the Advanced or Professional feature plan is chosen.

EXAMPLE REQUEST BODY

```
{
"accountId": "{AccountId}",
"partitionId": "{PartitionId}",
"userId": "{UserID}",
"deviceName": "Line",
"deviceTypeId": "SPA112",
```

ALIANZA

```
"emergencyNumber": "18015551212",
"lineNumber": 1,
"macAddress": "123456abcabc"
}
```

EXAMPLE RESPONSE BODY

```
{
  "id" : "QPWnTW1tReO5kYGuiMBj4Q",
  "deviceTypeId" : "SPA112",
  "accountId" : "{AccountId}",
  "partitionId" : "{PartitionId}",
  "macAddress" : "123456abcabc",
  "deviceName" : "Line",
  "emergencyNumber" : "",
  "faxEnabled" : false,
  "lineNumber" : 1,
  "userId" : "{UserId}",
  "sipUsername" : "QPWnTW1tReO5kYGuiMBj4Q",
  "lineType" : "Line"
}
```

Create Business Lines

Add the Business line object on an account. A line is representation of a port on a device that you can route a phone number to or use as a destination in a Hunt Group.

In this section you will find instructions on how to create & manage a business line using both the relevant API endpoints as well as within the Admin Portal.

POST	/v2/partition/{partitionId}/account/{accountId}/business-line

POST BODY

NAME	DESCRIPTION OF VALUE
callerIdPhoneNumber	An 11-digit string beginning with 1. I.e. 18015551212 (string)
emergencyCallbackPhoneNumber	An 11-digit string beginning with 1. I.e. 18015551212 (string)

NAME	DESCRIPTION OF VALUE
name	Descriptive label on the Line within the account. I.e. West Lobby, Line 1, etc. (string)

EXAMPLE REQUEST

```
{
  "id": "string",
  "name": "line3",
  "callerIdPhoneNumber": "12012524007",
  "callerIdVisible": true,
  "emergencyCallbackPhoneNumber": "12012524007",
  "accountId": "string",
  "partitionId": "string"
}
```

EXAMPLE RESPONSE

```
{
"id" : "9231f6e3-32b6-4e8c-b6d4-cb51227a54c7",
"name" : "Line 2",
"callerIdName" : "ANONYMOUS",
"callerIdVisible" : true,
"accountId" : "AMMzZxyLQGeE_GxyjnXyzQ",
"partitionId" : "IMpgTLw2R3u9DW1ewzYpig"
}
```

Customize Business Lines

PUT	/v2/partition/{partitionId}/account/{accountId}/business-line/{businessLineID}/call-handling

NAME	DESCRIPTION OF VALUE
activeCallHandling	**Required.** Direct-call handling is in effect when a phone number is assigned to a line, not when the line is rung as part of a hunt group. The two enum options are "RING_LINE" or "FORWARD.
callWaitingEnabled	**Optional.** Allows incoming calls while line is in use, values are true or false.

ALIANZA

busyFailoverAction	**Optional.** For what happens if direct-call handling is set to busy, reference the different ringfailover action types in the model.
unregistergedFailoverAction	**Optional.** For what happens if direct-call handling is set to out of service, reference the different ringfailover action types in the model.
ringTimeoutConfiguration	**Optional.** For what happens if direct-call handling is set to no answer, reference the different ringfailover action types in the model.
forwardToPhoneNumber	**Optional.** String value is a phone number.
voicemailBoxID	**Optional.** The voicemail box ID
RingFailoverAction	Types of values that should be referenced for failover actions, options include: • VoicemailRingFailoverAction • BusyRingFailoverAction • ForwardRingFailoverAction
RingTimeoutConfiguration	Types of values that should be referenced for failover actions, options include: • LimitedRingTimeoutConfiguration • UnlimitedRingTimeoutConfiguration

EXAMPLE REQUEST

```
{
  "activeCallHandling": "RING_LINE",
  "callWaitingEnabled": true,
  "busyFailoverAction": {
    "@type": "VoicemailRingFailoverAction"
  },
  "unregisteredFailoverAction": {
    "@type": "VoicemailRingFailoverAction"
  },
  "ringTimeoutConfiguration": {
    "@type": "UnlimitedRingTimeoutConfiguration"
  },
  "forwardToPhoneNumber": "string",
  "voicemailBoxId": " Voicemail 1"
}
```

EXAMPLE RESPONSE

```
{
  "activeCallHandling": "RING_LINE",
  "callWaitingEnabled": true,
  "busyFailoverAction": {
    "@type": "VoicemailRingFailoverAction"
  },
  "unregisteredFailoverAction": {
    "@type": "VoicemailRingFailoverAction"
  },
  "ringTimeoutConfiguration": {
    "@type": "UnlimitedRingTimeoutConfiguration"
  },
  "forwardToPhoneNumber": "172049281"
}
```

Create SIP Trunks

A SIP trunk can only be created on an existing account. "Siptrunk_2" is the most up-to-date version of this endpoint. The ID that is returned on the response object should be stored by your automation to be used for reference with subsequent API requests.

POST	/v2/partition/{{PARTITION_ID}}/account/{{ACCOUNT_ID}}/siptrunk_2

POST BODY

NAME	DESCRIPTION
trunkName	**Required.** The name of the trunk for reference purposes. Must be unique. This does not affect call routing.
sipUsername and sipPassword	**Required.** These are the credentials your PBX will use to register with the Alianza platform. They should be randomized and transferred directly to the PBX using automation rather than be written down or remembered and typed in manually.
concurrentCalls	**Required.** This is the number of calls that may happen at the same time on a given trunk. Also called Concurrent Call Paths, this value must be at least one.
primaryTN	**Optional.** The Primary Phone Number is used to route 7-digit dialing and local services (811, 211, etc.). It is NOT used for caller ID.

NAME	DESCRIPTION
callbackNumber	**Optional.** This is the number that will be used for E911 callback. It must be a phone number that is provisioned through Alianza's platform.
localServicesEnabled	**Optional.** This enables the SIP trunk to dial <u>local services</u> (811, 211, etc.). If a value is not provided, it will default to *False*.
extensionPatterns	**Optional.** An array of inclusive account extension ranges, expressed as decimals, which will be routed to the SIP trunk. For example, "21XX" indicates all extensions 2100–2199, and "211X" indicates all extensions 2110–2119. Individual extensions can also appear in the list.

EXAMPLE REQUEST

```
{
    "accountId": "{{ACCOUNT_ID}}",
    "partitionId": "{{PARTITION_ID}}",
    "trunkName": "TRUNK-NAME",
    "callbackNumber": "18015551212",
    "primaryTn": "18015551212",
    "localServicesEnabled": true,
    "concurrentCalls": 10,
    "sipPassword": "TRUNK_PASSWORD",
    "sipUsername": "TRUNK_USERNAME"
}
```

EXAMPLE RESPONSE

```
{
    "partitionId": "{{PARTITION_ID}}",
    "accountId": "{{ACCOUNT_ID}}",
    "trunkName": "TRUNK-NAME",
    "id": "LhmtrbuvQZ6qjIqW5ZF_mQ",
    "sipPassword": "TRUNK_PASSWORD",
    "sipUsername": "TRUNK_USERNAME",
    "callbackNumber": "18015551212",
    "concurrentCalls": 10,
    "callingPlans": [{
        "referenceId": "LhmtrbuvQZ6qjIqW5ZF_mQ",
        "referenceType": "SIP_TRUNK",
        "callingPlanProductId": "kDYwy3XRSeapkI8uHi9ziQ",
        "startDate": "2022-11-29T19:46:29.236Z",
        "planMinutes": 20000,
```

```
            "secondsRemaining": 1200000
    }],
    "telephoneNumbers": [],
    "sipProxyServer": "siptrunk.p2.alianza.com:5065",
    "lockedOut": false,
    "localServicesEnabled": true,
    "primaryTn": "18015551212"
}
```

ALIANZA