

**Porta**  **Switch**™



## **External Interfaces Guide**

Maintenance Release 23

## Copyright Notice & Disclaimers

**Copyright © 2000-2011 PortaOne, Inc. All rights reserved**

**PortaSwitch External Systems Interfaces, March 2011  
Maintenance Release 23  
V1.23.2**

Please address your comments and suggestions to: Sales Department,  
PortaOne, Inc. Suite #408, 2963 Glen Drive, Coquitlam BC V3B 2P7  
Canada.

Changes may be made periodically to the information in this publication. The changes will be incorporated in new editions of the guide. The software described in this document is furnished under a license agreement, and may be used or copied only in accordance with the terms thereof. It is against the law to copy the software on any other medium, except as specifically provided in the license agreement. The licensee may make one copy of the software for backup purposes. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopied, recorded or otherwise, without the prior written permission of PortaOne Inc.

The software license and limited warranty for the accompanying products are set forth in the information packet supplied with the product, and are incorporated herein by this reference. If you cannot locate the software license, contact your PortaOne representative for a copy.

All product names mentioned in this manual are for identification purposes only, and are either trademarks or registered trademarks of their respective owners.

Table of Contents

Preface ..... 4

**1. PortaBilling RADIUS Interface.....5**

RADIUS Protocol..... 6

Required RADIUS Attributes..... 6

PortaBilling Custom Attributes..... 8

RADIUS Return Codes ..... 16

**2. PortaBilling XML API ..... 18**

Overview..... 19

Establishing Authenticated Session ..... 21

Global Methods and Types..... 22

Access to Customer Information ..... 22

Access to Account Information..... 44

Access to DID Inventory Information ..... 74

Access to UA Inventory Information ..... 80

Access to Product Information ..... 82

Access to Rate Information ..... 84

Access to Representative Information..... 87

Access to Invoice Information ..... 89

Access to Customer Class Information ..... 92

Access to Discount Plan Information ..... 95

**3. PortaUM XML API ..... 97**

Establishing an Authenticated Session..... 99

Global Methods and Types..... 100

Access to Voicemail Settings..... 101

Auto Attendant Configuration ..... 104

Call Queue Configuration..... 110

Dial Directory Configuration ..... 113

**4. Appendices ..... 117**

Examples of RADIUS Communication..... 118

Example of script for PortaBilling SOAP communication..... 125

Using Service Feature Methods to Change FollowMe Settings..... 127

Definition of "Time Period" ..... 129

Sample Script for PortaUM SOAP Communication ..... 131

## Preface

This document provides information for developers who want to interface their applications or VoIP systems with PortaSwitch.

### Where to get the latest version of this guide

The hard copy of this guide is updated at major releases only, and does not always contain the latest material on enhancements occurring between minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product. You can access the latest copy of this guide at: [www.portaone.com/support/documentation/](http://www.portaone.com/support/documentation/)

## Conventions

This publication uses the following conventions:

- Commands and keywords are given in **boldface**
- Terminal sessions, console screens, or system file names are displayed in fixed width font



The **exclamation mark** draws your attention to important information or actions.

**NOTE:** Notes contain helpful suggestions about or references to materials not contained in this manual.



**Timesaver** means that you can save time by taking the action described in the paragraph.



**Tips** provide information that might help you solve a problem.

## Trademarks and Copyrights

PortaBilling®, PortaSIP®, PortaUM® and PortaSwitch® are registered trademarks of PortaOne, Inc.

# 1 . PortaBilling RADIUS Interface

## RADIUS Protocol

PortaBilling® uses the RADIUS protocol as per **Remote Authentication Dial-In User Service (RADIUS), RFC 2865** and **RADIUS Accounting, RFC 2866**. By default, the PortaBilling® RADIUS server listens on port 1812 (UDP) for authentication requests and on port 1813 (UDP) for accounting requests.

### RADIUS Attributes

PortaBilling® uses a set of Cisco RADIUS VSAs (Vendor-Specific Attributes). For more information, please refer to the **Cisco website** ([http://www.cisco.com/univercd/cc/td/doc/product/access/acs\\_serv/vapp\\_dev/vsaig3.htm](http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/vapp_dev/vsaig3.htm)).

## Required RADIUS Attributes

To ensure compatibility with future releases of PortaBilling®, it is highly recommended that you follow the Cisco guidelines regarding which attributes must be contained in each authentication or accounting request. For more information, see:

[http://www.cisco.com/univercd/cc/td/doc/product/access/acs\\_serv/vapp\\_dev/vsaig3.html](http://www.cisco.com/univercd/cc/td/doc/product/access/acs_serv/vapp_dev/vsaig3.html)

### Authentication Requests

Currently, the following attributes are required for correct processing of accounting records:

Attribute	Description
NAS-IP-Address	IP address of the NAS
User-Name	The user's name to be authenticated
Password	The user's password
h323-conf-id	Unique identifier for H323 call
Called-Station-Id	Only for authorization requests
h323-ivr-out	User-definable AV pairs sent from the voice gateway to the RADIUS server

### Authentication Responses

Currently, the following standard attributes are used (A1 = authentication, A2 = authorization):

Attribute	A1	A2	Description
h323-billing-model	Y		Type of billing service for a specific call
h323-return-code	Y	Y	Return codes are the server's instructions to the voice gateway
h323-currency	Y	Y	Currency used with h323-credit-amount
h323-preferred-lang	Y	Y	Language to use for the audio prompt
h323-credit-amount	Y		Amount of credit (in currency) in the account
h323-redirect-number	Y		Optional Phone number to which the call is redirected

## Accounting Requests

Currently, the following attributes are required for correct processing of accounting records:

Attribute	Description
NAS-IP-Address	IP address of the NAS
NAS-Port-Name	Indicates the name of the physical NAS port that is authenticating the user
User-Name	The user name to be authenticated
Calling-Station-Id	Allows the network access server to send the caller's telephone number as part of the Access-Request packet
Called-Station-Id	Allows the network access server to send the telephone number called as part of the Access-Request packet
h323-setup-time	Indicates the setup time for this connection
h323-connect-time	Indicates the length of connection for this call leg
h323-disconnect-time	Indicates the time this call leg was disconnected
h323-conf-id	Unique identifier for H323 call
h323-incoming-conf-id	Unique identifier for incoming H323 call
h323-disconnect-cause	Specifies the reason a call was disconnected
h323-call-origin	Indicates the call's origin relative to the gateway
h323-call-type	Indicates the call leg type
Acct-Session-Time	Indicates length (in seconds) of user's service
Acct-Status-Type	Indicates beginning or end of user service for this Accounting-Request
h323-ivr-out	User-definable AV pairs sent from the voice gateway to the RADIUS server

## PortaBilling Custom Attributes

All custom attributes conform to the VSA syntax. Attributes received by PortaBilling® are entered into the `h323-ivr-out` attribute (VSA No. 1), encoded as `name:value` pairs. Attributes sent by PortaBilling® are entered into the `h323-ivr-in` attribute (VSA No. 1), encoded as `name:value` pairs. Unless otherwise specified, any custom attribute may be included only once in each request.

### Attributes Sent by a RADIUS Client (Gateway) to the PortaBilling Server

#### PortaBilling\_Session

This allows you to control an account's login session (sessions are used to prevent simultaneous logins by debit accounts). This attribute may be used in the accounting record for a specific call leg in order to force the session to be unlocked. (For instance, to force a session unlock on the answer/VoIP call leg, instead of the customary answer/Telephony call leg).

Format:

`PortaBilling_Session:<string>`

Possible values:

Value	Description
nolock	Do not lock the account after the current request
unlock	Do not lock the account for the current session and unlock any other existing session for this account
relock	Lock the account for the current session and unlock any other existing session for this account
ignore	Do not set or remove any locks, and skip any lock checks

Example:

`h323-ivr-out = 'PortaBilling_Session:nolock'`

#### PortaBilling\_SessionEnv

Normally, the virtual environment for a call is defined by matching the value of the `NAS-IP-Addr` attribute to a list of nodes defined in the system. If a single RADIUS client is supplying data for multiple virtual environments, and is unable to change the `NAS-IP-Addr` attribute, it is possible to pass an ID for the environment (`i_env`) in this attribute.

Format:

`PortaBilling_SessionEnv:<integer>`

Possible values:

The `i_env` of an existing PortaBilling® environment.



Example:  
`h323-ivr-out = 'PortaBilling_SessionEnv:2'`

### PortaBilling\_Ignore\_Password

This allows the password check during authentication or authorization to be disabled.

Format:  
`PortaBilling_Ignore_Password: <YES|NO>`

Possible values:  
 YES or NO.

Example:  
`h323-ivr-out = PortaBilling_Ignore_Password:YES'`

### PortaBilling\_CallbackHistory

This provides information about the other (second) call leg of a call, so that the first call leg can be billed properly (e.g. “do not bill the first leg if the second leg was not connected”).

This attribute may be present multiple times in a request. Only the last occurrence is actually used, while the others are ignored.

Format:  
`PortaBilling_CallbackHistory: <string>`

Possible values:

Value	Description
START	The first call leg was started
ATTEMPT	The callback engine attempted to establish an outgoing call for the second leg
OK	The second call leg was successfully connected

If there is no OK entry, the call leg will be billed using a special rate plan associated in the product configuration with the “CALLBACK\_FAIL” access code.

Example:  
`h323-ivr-out = 'PortaBilling_CallbackHistory:START'`  
`h323-ivr-out = 'PortaBilling_CallbackHistory:ATTEMPT'`  
`h323-ivr-out = 'PortaBilling_CallbackHistory:OK'`

### PortaBilling\_AccessCode (formerly PortaBilling\_Original\_CLD)

An access code for selecting a specific rate plan within a product. Although originally used to pass the “IVR access number” to billing, it

may contain any string (e.g. "FIRSTCALL"). For Quintum compatibility, this attribute also has the synonym ACCESSCODE.

Format:

```
PortaBilling_AccessCode:<string>
PortaBilling_Original_CLD:<string>
```

Possible values:

Any string. The value passed will be compared to the values entered in the product's accessibility (case-sensitively).

Example:

```
h323-ivr-out = 'PortaBilling_AccessCode:18001234567'
```

### PortaBilling\_Original\_DNIS

This replaces the value of the Called-Station-Id attribute (i.e. the destination phone number used for call rating).

Format:

```
PortaBilling_Original_DNIS:<value>
where the value is a semicolon-separated list of name:value pairs.
```

Possible values:

E.164 phone number (a sequence of digits, \* and/or # signs).

Example:

```
h323-ivr-out = 'PortaBilling_Original_DNIS:19001234567'
```

### PortaBilling\_RestoreCacheLevel

This controls how the billing engine uses the account information fetched during the authorization process for a request, in order to facilitate the processing of other requests. Its most common application is to disable this information for re-use, if for some reason information from the current request should not be applied to other call legs (e.g. in callback scripts).

Format:

```
PortaBilling_RestoreCacheLevel:<integer>
```

Possible values:

Value	Description
-1	Disable caching and reuse of account information.
0	Use the default policy.

Example:

```
h323-ivr-out = 'PortaBilling_RestoreCacheLevel:-1'
```

### PortaBilling\_Notify

A generic attribute used to notify the billing engine about various conditions related to a call.

Format:

PortaBilling\_Notify:<value>

where the value is a semicolon-separated list of name:value pairs.

Possible values:

#### Callback related

Used to notify the billing engine about the other call leg related to this one. For more details about double-CLD authorization, see the

[PortaCallback User Guide](#).

Name	Description
another_cld	Called number (DNIS) on the other call leg for “double-CLD” authorization.
another_username	Username (account ID) for authorization of the other call leg; should be provided even if identical to Username in the current request.
another_orig_cld	Access code for looking up the rate plan to authorize the other call leg.
in_progress	Number of seconds already connected on the other call leg.

Example:

```
h323-ivr-out =
'PortaBilling_Notify:tcl_call=2;another_username=1004391648;another_cld=15149615664'
```

### Attributes Sent by the PortaBilling Server to a RADIUS Client (Gateway)

Attribute	A1	A2	Description
DURATION		Y	The maximum allowed call duration (in seconds)
Tariff	Y	Y	The name of the rate plan applied to the account within this session
available-funds	Y		For debit accounts, this is equal to the h323-credit-amount. For credit accounts, this returns the actual amount of available funds (the difference between the credit limit and the current balance)

			with respect to the credit limits for the individual account and customer)
h323-preferred-lang	Y	Y	Language preference for the audio prompt
h323-credit-amount	Y		Amount of credit (in currency) in the account
h323-credit-time		Y	Amount of seconds for which the call is authorized
PortaBilling_UserName	Y	Y	The account ID to be used for billing this call
PortaBilling_AuthCLD		Y	The string used by PortaBilling® to match the corresponding rate code/destination during authorization of an account, instead of the Called-Station-Id
PortaBilling_AccessCode	Y	Y	Access code to be used for matching accessibility entry and tariff
PortaBilling_AccountBalance	Y		The current amount of the account's balance in PortaBilling®
PortaBilling_CustomerBalance	Y		The current amount of the customer's balance in PortaBilling®
PortaBilling_CustomerCreditLimit	Y		The current amount of the customer's credit limit in PortaBilling®
PortaBilling_CustomerCreditLimitThreshold	Y		The current amount of the customer's credit limit threshold in PortaBilling®
BalanceThreshold	Y		Indicates that a customer's balance warning threshold has been reached
PortaBilling_ProductBreakage	Y		The breakage amount of the account's product in PortaBilling®
PortaBilling_No_Disconnect_Warning		Y	Indicates that NAS should cancel IVR/beep warnings before call session timeouts (calls will be terminated silently)

## DURATION

This specifies the real allowed maximum call duration (in seconds), which may differ from the announced credit time if billing tricks are applied.

Format:

DURATION:<integer>

Possible values:

Positive integer (number of seconds).

Example:

h323-ivr-in = 'DURATION:320'

## Tariff

The name of the rate plan applied to the account within this session.

Format:

Tariff:<string>

Possible values:

Positive integer (number of seconds).

Example:

h323-ivr-in = 'Tariff:ABC prepaid'

## Available-funds

For debit accounts, this is equal to the h323-credit-amount. For credit accounts, this returns the actual amount of available funds (the difference between the credit limit and the current balance with respect to the credit limits for the individual account and customer).

Format:

available-funds:<decimal>

Possible values:

Any positive number formatted with two decimal places; a dot (.) is used as the decimal separator.

Example:

h323-ivr-in = 'available-funds:124.78'

## PortaBilling\_UserName

The account ID to be used for billing this call. The RADIUS client **must** supply this value as the User-Name (or, alternatively, in h323-ivr-out=PortaBilling\_UserName) attribute value in the accounting records for all call legs (incoming and outgoing).

Format:  
PortaBilling\_UserName:<value>

Possible values:  
A non-empty string identifying an account in PortaBilling®.

Example:  
h323-ivr-in = 'PortaBilling\_UserName:16051233355'

### PortaBilling\_AuthCLD

The string used by PortaBilling® to match the corresponding rate code/destination during authorization of an account, instead of the Called-Station-Id (e.g. when a customer is to be billed according to a special rate such as VOICEVPN, rather than according to the actual number dialed). The RADIUS client **must** supply this value as the h323-ivr-out=PortaBilling\_AuthCLD attribute value in the accounting records for all outgoing legs of this call.

Format:  
PortaBilling\_AuthCLD:<value>

Possible values:  
A non-empty string, usually a destination number in e.164 format.

Example:  
h323-ivr-in = 'PortaBilling\_AuthCLD:18001233355'

### PortaBilling\_AccessCode

The string actually used by PortaBilling® to match the corresponding accessibility entry and tariff. NAS should copy this value into all future call accounting requests as h323-ivr-out=PortaBilling\_AccessCode, in order to apply the same properties during billing.

Format:  
PortaBilling\_AccessCode:<value>

Possible values:  
A non-empty string, the same as for h323-ivr-out=PortaBilling\_AccessCode.

Example:  
h323-ivr-in = 'PortaBilling\_AccessCode:18001234567'

### PortaBilling\_AccountBalance

The current amount of the account's balance in PortaBilling®.

Format:  
PortaBilling\_AccountBalance:<value>

Possible values:

A number with a precision of five decimal places.

Example:

```
h323-ivr-in      = 'PortaBilling_AccountBalance:13.20000'
```

### PortaBilling\_CustomerBalance

The current amount of the customer's balance in PortaBilling®.

Format:

```
PortaBilling_CustomerBalance:<value>
```

Possible values:

A number with a precision of five decimal places.

Example:

```
h323-ivr-in      = 'PortaBilling_CurstomerBalance:13.20000'
```

### PortaBilling\_CustomerCreditLimit

The current amount of the customer's credit limit in PortaBilling®.

Format:

```
PortaBilling_CustomerCreditLimit:<value>
```

Possible values:

A number with a precision of five decimal places.

Example:

```
h323-ivr-in      = 'PortaBilling_CustomerCreditLimit:13.00000'
```

### PortaBilling\_CustomerCreditLimitThreshold

The current amount of the customer's credit limit threshold in PortaBilling®. Note that the relative threshold limit is converted into an actual currency amount.

Format:

```
PortaBilling_CustomerCreditLimitThreshold:<value>
```

Possible values:

A number with a precision of five decimal places.

Example:

```
h323-ivr-in      =  
'PortaBilling_CustomerCreditLimitThreshold:12.00000'
```

### BalanceThreshold

Indicates that the customer's balance warning threshold has been reached.

Format:

BallanceThreshold: <value>

Possible values:

YES

Example:

h323-ivr-in = 'BallanceThreshold: YES'

### PortaBilling\_ProductBreakage

The breakage amount of the account's product in PortaBilling®.

Format:

PortaBilling\_ProductBreakage: <value>

Possible values:

A number with a precision of five decimal places.

Example:

h323-ivr-in = 'PortaBilling\_ProductBreakage: 0.02000'

### PortaBilling\_No\_Disconnect\_Warning

Indicates that NAS should cancel IVR/beep warnings before call session timeouts (calls will be terminated silently).

Format:

PortaBilling\_No\_Disconnect\_Warning: <value>

Possible values:

YES

Example:

h323-ivr-in = 'PortaBilling\_No\_Disconnect\_Warning: YES'

## RADIUS Return Codes

Return codes can be defined by the user through the implementation of the IVR script and RADIUS server agreement. The following table lists the return codes that are predefined and anticipated by existing Cisco IVR scripts.

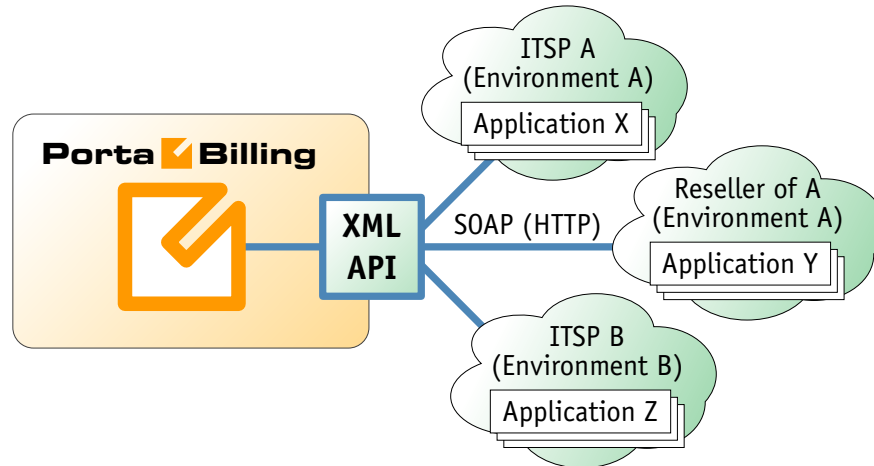


Explanation code	h323-return-code	Description
success	0	Success, proceed
invalid_account	1	Failed - Invalid Account number
invalid_password	2	Failed - Invalid Password
account_in_use	3	Failed - Account in use
zero_balance	4	Failed - Zero balance
card_expired	5	Failed - Card expired
credit_limit	6	Failed - Credit limit
user_denied	7	Failed - User denied
not_available	8	Failed - Service not available
cld_blocked	9	Failed - Called number blocked
retries_exceeded	10	Failed - Number of retries exceeded
invalid_argument	11	Failed - Invalid argument
insuff_balance	12	Failed - Insufficient balance
toll_free_allowed	13	Toll-free calls allowed
invalid_card	14	Failed - Invalid card number
hairpin_to_pstn	50	Call will be hairpinned back to the Public Switched Telephone Network (PSTN)
redirect	51	Redirect to called party (use redirect number)
redirect_to_cs	52	Redirect to customer Service (use redirect number)

# 2. PortaBilling XML API

## Overview

PortaBilling® allows you to perform operations such as data retrieval or data modification via XML API (SOAP).



This method has several advantages:

- It is based on SOAP (Simple Object Access Protocol) and HTTPS transport, so it is accessible from any platform or operating system, and all communication between the server and clients is secure.
- The business logic embedded into the API provides integrity checks for all data modifications, and can compile records from several database tables to create a single customer information retrieval structure.
- XML API is accessible to every owner of a virtual environment or reseller. Each user's access is automatically limited to his "visible" portion of the available data, e.g. a reseller can only retrieve information about his own sub-customers or their accounts.

XML API allows users to perform select, update, insert or delete operations on entities such as customers or accounts. Each user has his own login credentials, and each operation he wishes to perform is analyzed to determine if it is possible with regard to general data integrity (e.g. a new account cannot be created without being assigned to a customer) as well as the given user's security permissions (ACLs) (e.g. while it is generally possible to create new accounts, a certain user may be prohibited from doing so).

## Access to API

**Proxy** (server address): <https://pbslave-server.yourdomain.com:443/soap/>



Please replace the **pbslave-server.yourdomain.com** with the actual hostname of your PortaBilling® slave server.

The SOAP interface for resellers is available on port 8444, instead of port 443.

## Security

Connection to the SOAP interface is provided via HTTPS.

Authentication is done using authentication pairs (login-password). Each request to a method should contain the `auth_info` structure as the SOAP header attribute.

## Error Handling

SOAP faults are used to carry error information within a SOAP message. If the actual response has a SOAP fault element as the body entry, then an error has occurred. In this case, any other fields in the response cannot be guaranteed as accurate; only the fault sub-elements should be used to identify an error. Currently, these sub-elements are:

- **faultcode** is intended for use by the client software and provides an algorithmic mechanism for identifying the fault;
- **faultstring** provides a human readable explanation of the fault, and is not intended for algorithmic processing.

## WSDL

Each installation of PortaBilling® contains its own set of WSDL documents available for download from the web server from the following URL:

<https://pbslave-server.yourdomain.com/wSDL/>



Please replace the **pbslave-server.yourdomain.com** with the actual hostname of your PortaBilling® slave server.

All SOAP requests are handled via an SSL connection. By default, PortaBilling® installations contain a self-signed certificate which provides the means to encrypt data. However, since the authenticity of this certificate cannot be validated, you may experience some problems when connecting to an SSL site. In this case, it may be necessary to obtain a certificate from a genuine certificate authority. Another option is to generate your own certificate authority and have certificates deployed to

all SOAP clients. However, this goes beyond the scope of the present document.

## Establishing Authenticated Session

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/Session>

### Methods

#### login

Parameters: **LoginRequest**

Return value: **LoginResponse**

Checks the validity of login and password and returns session\_id on success. SOAP Fault is thrown on failure.

#### ping

Parameters: **PingRequest**

Return value: **PingResponse**

Checks the validity of previously opened session and returns user\_id on success. SOAP Fault is thrown on failure.

#### logout

Parameters: **LogoutRequest**

Return value: no value is returned on success

Terminates the session. You should call logout() to terminate the session properly.

## Type Reference

### LoginRequest structure

Property	Type	Description
login	string	User Name, as specified on web interface.
password	string	Password, as specified on web interface

## LoginResponse structure

Property	Type	Description
session_id	string, 32 chars max	ID of newly opened session

## PingRequest structure

Property	Type	Description
session_id	string	ID of previously opened session

## PingResponse structure

Property	Type	Description
user_id	int	ID of user currently logged in to the specified session

## LogoutRequest structure

Property	Type	Description
session_id	string	ID of previously opened session

## Global Methods and Types

### Type Reference

## auth\_info structure

Property	Type	Description
login	string, 16 chars max	User login for PortaBilling® web interface
password	string, 16 chars max	User password for PortaBilling® web interface
or alternatively:		
session_id	string, 32 chars max	Unique ID of previously opened SOAP session

## Access to Customer Information

URI (namespace): <https://pblslave-server.yourdomain.com/Porta/SOAP/Customer>

### Key

- \* - A value can be entered for this property only when inserting new records, and cannot be changed later.

- \*\* - This property is read-only, and its value cannot be changed.
- Mandatory properties (whose value must be entered during insertion, and cannot be set to an empty value later) are underlined.

## Methods

### get\_customer\_info

Parameters: **GetCustomerInfoRequest**

Return value: **GetCustomerInfoResponse**

This method allows an API user (administrator or reseller) to get a customer record from the database. The customer must be viewable (owned) by the user making the request.

### get\_customer\_list

Parameters: **GetCustomerListRequest**

Return value: **GetCustomerListResponse**

This method allows an API user to get a list of customer records. The customer must be viewable (owned) by the user making the request.

### validate\_customer\_info

Parameters: **ValidateCustomerInfoRequest**

Return value: **ValidateCustomerInfoResponse**

This method allows an API user to check if the supplied data can be used to create a new customer record or update an existing one. If successful, the completed data is returned.

### add\_customer

Parameters: **AddCustomerRequest**

Return value: **AddUpdateCustomerResponse**

This method allows an API user to create a new customer record using the supplied data.

### update\_customer

Parameters: **UpdateCustomerRequest**

Return value: **AddUpdateCustomerResponse**

This method allows an API user to update an existing customer record using the supplied data.

### delete\_customer

Parameters: **DeleteCustomerRequest**  
Return value: **DeleteCustomerResponse**

This method allows an API user to delete an existing retail customer or reseller, provided it has no accounts, subcustomers, CDRs or managed objects.

### terminate\_customer

Parameters: **TerminateCustomerRequest**  
Return value: **TerminateCustomerResponse**

This method allows an API user to terminate an existing retail customer or reseller.

### get\_service\_features

Parameters: **GetCustomerServiceFeaturesRequest**  
Return value: **GetCustomerServiceFeaturesResponse**

This method allows an API user to access service features data

### update\_service\_features

Parameters: **UpdateCustomerServiceFeaturesRequest**  
Return value: **UpdateCustomerServiceFeaturesResponse**

This method allows an API user to update settings for customer service features.

### get\_subscriptions

Parameters: **GetCustomerSubscriptionsRequest**  
Return value: **GetCustomerSubscriptionsResponse**

This method allows an API user to get a list of subscription records associated with a customer.

### add\_subscription

Parameters: **AddCustomerSubscriptionRequest**  
Return value: **AddUpdateCustomerSubscriptionResponse**

This method allows an API user to add a new subscription associated with a customer. If successful, a new subscription ID is returned.



### update\_subscription

Parameters: **UpdateCustomerSubscriptionRequest**  
Return value: **AddUpdateCustomerSubscriptionResponse**

This method allows an API user to update an existing subscription record associated with a customer. It requires an ID number returned, for example, by the add\_subscription method.

### close\_subscription

Parameters: **CloseDeleteCustomerSubscriptionRequest**  
Return value: **CloseCustomerSubscriptionResponse**

This method allows an API user to close an existing active subscription associated with a customer. It requires an ID number returned, for example, by the add\_subscription method.

### delete\_subscription

Parameters: **CloseDeleteCustomerSubscriptionRequest**  
Return value: **DeleteCustomerSubscriptionResponse**

This method allows an API user to delete a pending subscription associated with a customer. It requires an ID number returned, for example, by the add\_subscription method.

### activate\_subscriptions

Parameters: **ActivateCustomerSubscriptionsRequest**  
Return value: **ActivateCustomerSubscriptionsResponse**

This method allows an API user to instantly activate a customer's pending subscriptions, where the start date is equal to today's date (in the customer's time zone). An activation fee will be charged for each subscription, if applicable.

### make\_transaction

Parameters: **MakeCustomerTransactionRequest**  
Return value: **MakeCustomerTransactionResponse**

This method allows an API user to adjust a customer's balance or issue a payment transaction, including e-commerce transactions.

### update\_payment\_method

Parameters: **UpdateCustomerPaymentMethodRequest**  
Return value: **UpdateCustomerPaymentMethodResponse**

This method allows an API user to assign a preferred payment method to a customer. For online payment methods, all the information required by the payment processor should be provided, and an appropriate payment processor must be set up and properly configured beforehand.

#### get\_my\_info

Parameters: **none**

Return value: **GetMyInfoResponse**

This method allows resellers to get information about their own customer info record.

#### get\_payment\_method\_info

Parameters: **GetCustomerPaymentMethodInfoRequest**

Return value: **GetCustomerPaymentMethodInfoResponse**

This method allows an API user to retrieve information about the payment method (e.g. payment card info) assigned to a customer.

#### get\_abbreviated\_dialing\_number\_list

Parameters: **GetCustomerAbbreviatedDialingNumberListRequest**

Return value: **GetCustomerAbbreviatedDialingNumberListResponse**

This method allows an API user to retrieve an abbreviated number list for a customer.

#### add\_abbreviated\_dialing\_number

Parameters:

**AddUpdateCustomerAbbreviatedDialingNumberRequest**

Return value:

**AddUpdateCustomerAbbreviatedDialingNumberResponse**

This method allows an API user to add an abbreviated dialing number for a customer.

#### update\_abbreviated\_dialing\_number

Parameters:

**AddUpdateCustomerAbbreviatedDialingNumberRequest**

Return value:

**AddUpdateCustomerAbbreviatedDialingNumberResponse**

This method allows an API user to update an existing abbreviated dialing number.

[delete\\_abbreviated\\_dialing\\_number](#)

Parameters: [DeleteCustomerAbbreviatedDialingNumberRequest](#)  
 Return value: [DeleteCustomerAbbreviatedDialingNumberResponse](#)

This method allows an API user to remove an abbreviated dialing number.

[get\\_taxation\\_info](#)

Parameters: [GetCustomerTaxationInfoRequest](#)  
 Return value: [GetCustomerTaxationInfoResponse](#)

This method allows an API user to retrieve information about the plug-in module which is used to make tax calculations and its parameters.

[update\\_taxation](#)

Parameters: [UpdateCustomerTaxationRequest](#)  
 Return value: [UpdateCustomerTaxationResponse](#)

This method allows an API user to set which plugin module will be used to make tax calculations and set up parameters that affect taxation.

[get\\_vd\\_counter\\_list](#)

Parameters: [GetCustomerVDCounterListRequest](#)  
 Return value: [GetCustomerVDCounterListResponse](#)

This method allows an API user to get the information about volume discount counters for the specified customer.

## Type Reference

[GetCustomerInfoRequest](#) structure

May include **any** of the following properties:

Property	Type	Description
i_customer	int	Unique ID of the customer record
refnum	string, 32 chars max	Reference number (custom field)
name	string, 41 chars max	Name of the customer on the PortaBilling® interface, unique in the environment

## GetCustomerInfoResponse structure

Property	Type	Description
customer_info	<b>CustomerInfo</b> structure	Complete information about a customer; for more information, see below

## GetCustomerListRequest structure

Property	Type	Description
offset	int	Number of rows to skip at the beginning of the list
limit	int	Number of rows to retrieve
name	string	Refers to the customer name
i_parent	int	Unique ID of the reseller who manages the customer

## GetCustomerListResponse structure

Property	Type	Description
customer_list	array of <b>CustomerInfo</b> structures	Set of customer data records

## CustomerInfo structure

Property	Type	Description
i_customer *	int	Unique ID of the customer record
refnum	string, 32 chars max	Reference number (custom field)
name	string, 41 chars max	Name of the customer on the PortaBilling® interface, unique in the environment
i_customer_type *	int	Customer type: 1 (retail customer or subcustomer), 2 (reseller), 3 (distributor)
i_parent *	int	0 for a direct customer, or i_customer of the reseller for a subcustomer
iso_4217 *	string, 3 chars	ISO4217 code for currency in which the customer is billed
opening_balance *	float (with 5 decimal places)	Customer's initial balance
balance **	float (with 5 decimal places)	Customer's balance

i_billing_period	int	ID for customer's billing period; refers to Billing_Period table
i_acl	int	ID for customer's access level; refers to Access_Levels table
i_routing_plan	int	ID for customer's routing plan; refers to Routing_Plans table Note: it is only applicable to resellers
i_vd_plan	int	ID for customer's discount plan; refers to Volume_Discount_Plans table
i_moh	int	ID for customer's "music on hold" option; refers to Music_On_Hold table
i_customer_class	int	ID for customer's customer class; refers to Customer_Classes table
i_tariff	int	ID for customer's tariff; refers to Tariffs table; applies to resellers only
i_tariff_incoming	int	ID for customer's incoming tariff; refers to Tariffs table; applies to resellers only
i_template	int	ID for customer's invoice template; refers to Templates table; if undefined, the template defined in the customer class is used; if 0, invoices are not created
i_rep	int	ID for customer's representative; refers to Representatives table
i_time_zone	int	ID for customer's time zone; refers to Time_Zones table
i_lang	string	Code for customer's web language; refers to Locale_Languages table
service_flags	string, 32 chars max	Customer's call features settings
companyname	string, 41 chars max	Customer's company name

salutation	string, 15 chars max	Customer's salutation
firstname	string, 25 chars max	Customer's first name
midinit	string, 5 chars max	Customer's middle initial(s)
lastname	string, 25 chars max	Customer's last name
baddr1	string, 41 chars max	1st line of customer's address
baddr2	string, 41 chars max	2nd line of customer's address
baddr3	string, 41 chars max	3rd line of customer's address
baddr4	string, 41 chars max	4th line of customer's address
baddr5	string, 41 chars max	5th line of customer's address
city	string, 31 chars max	City of customer's address
state	string, 21 chars max	Province or state
zip	string, 13 chars max	Postal (zip) code
country	string, 31 chars max	Country
note	string, 41 chars max	Short note (description)
faxnum	string, 21 chars max	Fax number
cont1	string, 41 chars max	Main contact person
phone1	string, 21 chars max	Main phone number
cont2	string, 41 chars max	Alternative contact person
phone2	string, 21 chars max	Alternative phone number
email	string, 99 chars max	Email address
bcc	string, 99 chars max	BCC email address
login	string, 16 chars max	Customer's login for self-care web interface
password	string, 16 chars max	Customer's password for self-care web interface

tax_id	string, 16 chars max	Tax ID
credit_limit	float (with 5 decimal places)	Customer's credit limit value; 0 if undefined
credit_limit_warning	string (25 chars max)	Balance threshold value for sending warnings; assigned either an absolute value or a positive relative value with a % sign
send_statistics	string (F, S or N)	<ul style="list-style-type: none"> <li>• F – send full statistics to customer</li> <li>• S – send short statistics</li> <li>• N – do not send statistics</li> </ul> If undefined, the settings defined in the customer class are applied
send_invoices *	string (Y/N)	Allow customer to receive invoices; if undefined, the settings defined in the customer class are applied
blocked	string (Y/N)	Block customer's calls
ppm_enabled	string (Y/N)	Allow customer to manage periodic payments on his self-care interface
drm_enabled	string (Y/N)	Allow customer to manage dialing rules on his self-care interface
callshop_enabled	string (Y/N)	Enable callshop features on customer's self-care interface
bp_charge_cc	string (Y/N)	Automatically charge customer's credit card when billing period is closed
bill_status	string (O, S and C)	<ul style="list-style-type: none"> <li>• O – customer is open</li> <li>• S – customer is suspended due to an overdue invoice</li> <li>• C – customer is closed due to an unpaid invoice</li> </ul>
max_abbreviated_length	int	Maximum allowed length of customer's abbreviated numbers; applies to retail customers only
discount_rate	float (with 5 decimal places)	Value of customer's subscription discount; a percentage

out_date_format	string, 16 chars max	Output format for date indication on customer's self-care interface
out_time_format	string, 16 chars max	Output format for time indication
out_date_time_format	string, 16 chars max	Output format for full date/time indication
in_date_format	string, 16 chars max	Input format for date indication
in_time_format	string, 16 chars max	Input format for time indication
creation_date *	dateTime, ISO format	Date and time when the customer was created
cld_translation_rule	string	Customer's translation rule; read-only for reseller API users
cli_in_translation_rule	string	Customer's translation rule for incoming calls; read-only for reseller API users
dialing_rules	<b>DialingRulesInfo</b> structure	If defined, overrides the cld_translation_rule and cli_in_translation_rule values
service_features	array of <b>ServiceFeatureInfo</b> structures	Contains service feature values for the given customer
payment_info	string	Payment info to be assigned to the customer being created/updated
sale_commission_rate	float	The commission applied when an account is created or a distributor is assigned (only applicable to distributor)
payment_commission_rate	float	The commission applied when payment is entered (only applicable to distributor)

DialingRulesInfo structure

Property	Type	Description
cc	string	Country code
ac	string	Area code(s)
ia	int, 1	1 - Always dial the area code as part of the number



op	string	Prefix for accessing the outside phone network
dp	string	Prefix for domestic calls outside area code
ip	string	International dialing prefix
em	string	Emergency numbers; comma-separated list
ex	string	Exceptions; comma-separated list
nl	int	Local dialing number length
ct	int, 1	1 - convert ANI (CLI) for incoming calls into this dialing format
cs	int, 1	Carrier selection is enabled/disabled for customer
csdr	int, 0/1	Whether to apply the customer dialing rules to a number follows after the selection code
css	int, 0/1	Whether to strip selection code after the Routing Plan selection or not
csp	string	Pattern or a list of selection codes allowed for the customer
csps	string	Allow or reject the destinations dialed without the selection code
csl	string	Local carrier code for stripping Selection Code from CLD

ServiceFeatureInfo structure

Property	Type	Description
name	string	Service feature name
flag_value	string	Value of corresponding service_flag item
attributes	array of <a href="#">ServiceAttributeInfo</a> structures	List of service feature attributes

ServiceAttributeInfo structure

Property	Type	Description
name	string	Name of service feature
values	array of strings	Values of service attribute; if the attribute accepts a single value, only the first item will be checked/populated.

GetCustomerServiceFeaturesRequest structure

Property	Type	Description
i_customer	int	ID of customer record

GetCustomerServiceFeaturesResponse structure

Property	Type	Description
service_features	array of <a href="#">ServiceFeatureInfo</a> structures	List of service features

UpdateCustomerServiceFeaturesRequest structure

Property	Type	Description
i_customer	int	ID of customer record
service_features	array of <a href="#">ServiceFeatureInfo</a> structures	List of service features

UpdateCustomerServiceFeaturesResponse structure

Property	Type	Description
i_customer	int	ID of customer record

ValidateCustomerInfoRequest structure

Property	Type	Description
customer_info	<a href="#">CustomerInfo</a>	Complete information about a customer; note: omit i_customer to check if data can be used to create a new customer record

ValidateCustomerInfoResponse structure

Property	Type	Description
customer_info	<a href="#">CustomerInfo</a>	Data about a customer, see <a href="#">CustomerInfo</a> above

AddCustomerRequest structure

Property	Type	Description
customer_info	<a href="#">CustomerInfo</a>	Notes: i_customer will be ignored; most fields may be omitted, but iso_4217 and name are mandatory; for reseller API users, the i_customer_type and i_parent fields will be replaced with predefined values

UpdateCustomerRequest structure

Property	Type	Description
customer_info	<b>CustomerInfo</b>	Note: i_customer is a mandatory field; fields not requiring modification may be omitted; the iso_4217, i_customer_type, i_parent and opening_balance fields are read-only

AddUpdateCustomerResponse structure

Property	Type	Description
i_customer	int	ID of created/modified customer record

DeleteCustomerRequest structure

Property	Type	Description
i_customer	int	ID of customer record to be deleted

DeleteCustomerResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

TerminateCustomerRequest structure

Property	Type	Description
i_customer	int	ID of customer record to be terminated

TerminateCustomerResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

GetCustomerSubscriptionsRequest structure

Property	Type	Description
i_customer	int	ID of customer record

GetCustomerSubscriptionsResponse structure

Property	Type	Description
subscriptions	array of <b>CustomerSubscriptionInfo</b> structures	Set of customer subscription data records

### AddCustomerSubscriptionRequest structure

Property	Type	Description
i_customer	int	ID of customer record
subscription_info	<b>CustomerSubscriptionInfo</b>	Note: i_customer_subscription will be ignored; i_subscription is a mandatory field, and must be unique among all of the customer's pending and active subscriptions

### UpdateCustomerSubscriptionRequest structure

Property	Type	Description
i_customer	int	ID of customer record
i_customer_subscription	int	ID of customer subscription record to be updated
subscription_info	<b>CustomerSubscriptionInfo</b>	Note: i_customer_subscription and i_subscription will be ignored

### AddUpdateCustomerSubscriptionResponse structure

Property	Type	Description
i_customer_subscription	int	ID of created/modified customer subscription record

### CustomerSubscriptionInfo structure

Property	Type	Description
i_customer_subscription **	int	Unique ID of the customer subscription record
<u>i_subscription</u> *	string, 32 chars max	ID for subscription plan; refers to the Subscriptions table
name **	string, 32 chars max	Name of subscription plan, referenced by the i_subscription attribute
discount_rate	float (with 5 decimal places)	Discount rate for the subscription, in percents; if missing or undefined, the discount rate defined in the customer information is applied

start_date	date, ISO format	The desired subscription activation date (defined in the customer's time zone); if missing or undefined, the subscription will start immediately after it is created; otherwise, the value should be greater than or equal to today's date (in the customer's time zone); can be updated for pending subscriptions only
activation_date **	date, ISO format	Date when the subscription was activated
billed_to **	date, ISO format	Date to which subscription charges have already been applied
finish_date	date, ISO format	Date when the subscription should be automatically canceled; if defined, must be greater than or equal to start_date
is_finished **	string (Y/N)	Indicates whether the subscription has already been closed
int_status **	int	Status of the subscription: <ul style="list-style-type: none"> <li>• 0 – pending</li> <li>• 1 – active</li> <li>• 2 – closed</li> </ul>
i_customer	int	Unique ID of the customer record

CloseDeleteCustomerSubscriptionRequest structure

Property	Type	Description
i_customer	int	ID of customer record
i_customer_subscription	int	ID of customer subscription record to be closed/deleted

CloseCustomerSubscriptionResponse structure

Property	Type	Description
i_customer_subscription	int	ID of closed customer subscription record

DeleteCustomerSubscriptionResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

ActivateCustomerSubscriptionsRequest

Property	Type	Description
i_customer	int	ID of customer record

ActivateCustomerSubscriptionsResponse

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

MakeCustomerTransactionRequest structure

Property	Type	Description
i_customer	int	ID of customer record
action	string	Same as those available on the Maintenance tab of the Customer edit interface, including e-commerce transactions. One of the following: <ul style="list-style-type: none"> <li>• Manual charge</li> <li>• Manual refund</li> <li>• Manual payment</li> <li>• Promotional credit</li> <li>• e-commerce payment</li> <li>• e-commerce refund</li> <li>• Authorization only</li> <li>• Capture payment</li> </ul>
amount	float (with 5 decimal places)	Amount by which the customer's balance will increase / decrease
visible_comment	string, 32 chars max	A comment on this transaction, visible to the customer in the xDR browser
internal_comment	string, 32 chars max	An internal comment on this transaction; not visible in the xDR browser, and accessible only directly from the database

suppress_notification	int	1 – do not send email notifications to this customer, 0 – send email notifications
transaction_id	string	Applicable to capture payment and e-commerce refund transactions; must contain the ID of a previously issued authorization only / e-commerce payment transaction.
h323_conf_id	string	H323-Conf-ID of transaction

[MakeCustomerTransactionResponse structure](#)

Property	Type	Description
balance	float (with 5 decimal places)	Customer’s modified balance
transaction_id	string	E-Commerce transaction ID
authorization	string	E-Commerce authorization code
result_code	string	E-Commerce operation result code
i_xdr	int	Unique ID of the xdr record

[UpdateCustomerPaymentMethodRequest structure](#)

Property	Type	Description
i_customer	int	ID of customer record
payment_method_info	<b>PaymentMethodInfo</b>	Data about payment method; see below

[UpdateCustomerPaymentMethodResponse structure](#)

Property	Type	Description
i_credit_card	int	ID of modified payment method record

[PaymentMethodInfo structure](#)

- \*\*\* - Mandatory for all methods, except Cash and Cheque
- \*\*\*\* - Mandatory for all credit card methods

Property	Type	Description
payment_method	string	Name of payment method; one of the following: <ul style="list-style-type: none"> <li>• Cash</li> <li>• Cheque</li> <li>• American Express</li> <li>• Discover</li> <li>• MasterCard</li> <li>• VISA</li> <li>• FirePay</li> <li>• Switch</li> <li>• Check</li> <li>• DirectDebitNL</li> </ul> (pass an undefined value in order to clear the payment method setting)
name ***	string, 41 chars max	Name of cardholder (e.g. owner of bank account).
address ***	string, 41 chars max	Address of cardholder
zip ***	string, 41 chars max	Postal code of cardholder
city	string, 50 chars max	Name of city of cardholder
i_country_subdivision	int	ID for cardholder's state; refers to Country_Subdivision table
iso_3166_1_a2	string, 2 chars	ISO 3166 two-letter country code
number ****	string, 32 chars max	Credit card number without spaces, e.g. 4444333322221111
cvv	string, 16 chars max	Card security code (CVV, CVS, etc.); applicable to all credit card methods
exp_date ****	date, ISO format	Card expiration date; applicable to all credit card methods
start_date	date, ISO format	Card activation date; applicable to the Switch method
issue_no	string, 2 chars max	Card issue number; applicable to the Switch method
account_number	string, 16 chars max	Bank account number; applicable to the Check and DirectDebitNL methods
bank_number	string, 32 chars max	Bank routing number; applicable to the Check method



GetMyInfoResponse structure

Property	Type	Description
customer_info	<b>CustomerInfo</b> structure	Reseller information

GetCustomerPaymentMethodInfoRequest structure

Property	Type	Description
i_customer	int	ID of customer record

GetCustomerPaymentMethodInfoResponse structure

Property	Type	Description
payment_method_info	<b>PaymentMethodInfo</b> structure	PaymentMethodInfo object

AbbreviatedDialingNumberInfo structure

Property	Type	Description
number_to_dial	string	Number to dial
abbreviated_number	string	Abbreviated number
description	string	Text description for this entry
i_ab_dialing	int	ID of abbreviated dialing number record

GetCustomerAbbreviatedDialingNumberListRequest structure

Property	Type	Description
i_customer	int	ID of customer record

GetCustomerAbbreviatedDialingNumberListResponse structure

Property	Type	Description
abbreviated_dialing_number_list	Array of <b>AbbreviatedDialingNumberInfo</b> structures	Array of abbreviated dialing number objects

AddUpdateCustomerAbbreviatedDialingNumberRequest structure

Property	Type	Description
i_customer	int	ID of customer record

abbreviated_dialing_number_info	<b>AbbreviatedDialingNumberInfo</b> structure	Abbreviated dialing number object
---------------------------------	--	-----------------------------------

AddUpdateCustomerAbbreviatedDialingNumberResponse structure

Property	Type	Description
i_ab_dialing	int	ID of abbreviated dialing number record

DeleteCustomerAbbreviatedDialingNumberRequest structure

Property	Type	Description
i_ab_dialing	int	ID of abbreviated dialing number record
i_customer	int	ID of the customer to whom the abbreviated dialing number record is assigned

DeleteCustomerAbbreviatedDialingNumberResponse structure

Property	Type	Description
success	int	1 if success, otherwise SOAP fault.

GetCustomerTaxationInfoRequest structure

Property	Type	Description
i_customer	int	ID of customer record

GetCustomerTaxationInfoResponse structure

Property	Type	Description
taxation_info	<b>TaxationInfo</b> structure	TaxationInfo object

UpdateCustomerTaxationRequest structure

Property	Type	Description
i_customer	int	ID of customer record
taxation_info	<b>TaxationInfo</b> structure	TaxationInfo object

## UpdateCustomerTaxationResponse structure

Property	Type	Description
success	int	1 if success, 0 in case of failure.

## TaxationInfo structure

Property	Type	Description
processor	string	Taxation Plug-In name
options_vat	<a href="#">TaxationOptionsVat</a>	Parameters of VAT plug-in
options_billsoft	<a href="#">TaxationOptionsBillsoft</a>	Parameters of Billsoft plug-in

## TaxationOptionsVat structure

Property	Type	Description
exempt	string (Y/N)	Exempt from Tax
percent	int	VAT percentage

## TaxationOptionsBillsoft structure

Property	Type	Description
reseller_regulated	string	Reseller's status in the sale; one of the following: <ul style="list-style-type: none"> <li>• Default</li> <li>• Regulated</li> <li>• Unregulated</li> </ul>
reseller_voipa	string	VoIP Taxation; one of the following: <ul style="list-style-type: none"> <li>• Default</li> <li>• Normal</li> <li>• Aggerssive</li> </ul>
customer_type	string	Type of the customer; one of the following: <ul style="list-style-type: none"> <li>• Default</li> <li>• Business</li> <li>• Residential</li> </ul>
incorporated_area	string	Incorporated City Area; one of the following: <ul style="list-style-type: none"> <li>• Default</li> <li>• Inside</li> <li>• Outside</li> </ul>
federal_exempt	string	Exempt from federal taxes
state_exempt	string	Exempt from state taxes
county_exempt	string	Exempt from county taxes

local_exempt	string	Exempt from local taxes
--------------	--------	-------------------------

### GetCustomerVDCounterListRequest structure

Property	Type	Description
i_customer	int	Unique ID of the customer record
service_name	string	Service name pattern
dg_name	string	Destination group name pattern
peak_level	string	ID of the peak level: 0 (peak period), 1 (off-peak period), 2 (2nd off-peak period)

### GetCustomerVDCounterListResponse structure

Property	Type	Description
counter_list	Array of <a href="#">CounterInfo</a>	Array of counter objects

### CounterInfo structure

Property	Type	Description
i_cvd_counter	int	Unique ID of the customer volume discount counter
i_customer	int	Unique ID of the customer record
dg_name	string	Destination group name
service_name	string	Name of the service
peak_level	int	ID of the peak level
rate_unit	string	Units
counter_value	float	Value of counter

## Access to Account Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/Account>

### Key

- \* - A value can be entered for this property only when inserting new records, and cannot be changed later.
- \*\* - This property is read-only, and its value cannot be changed.
- Mandatory properties (whose value must be entered during insertion, and cannot be set to an empty value later) are underlined.

## Methods

### get\_account\_info

Parameters: **GetAccountInfoRequest**

Return value: **GetAccountInfoResponse**

This method allows an API user (administrator or reseller) to get an account record from the database. The account must be viewable (owned) by the user making the request.

### get\_account\_list

Parameters: **GetAccountListRequest**

Return value: **GetAccountListResponse**

This method allows an API user to get a list of account records. The account must be viewable (owned) by the user making the request.

### validate\_account\_info

Parameters: **ValidateAccountInfoRequest**

Return value: **ValidateAccountInfoResponse**

This method allows an API user to check if the supplied data can be used to create a new account record or update an existing one. If successful, the completed data is returned.

### add\_account

Parameters: **AddAccountRequest**

Return value: **AddAccountResponse**

This method allows an API user to create a new account record using the supplied data.

### update\_account

Parameters: **UpdateAccountRequest**

Return value: **UpdateAccountResponse**

This method allows an API user to update an existing account record using the supplied data.

### terminate\_account

Parameter: **TerminateAccountRequest**

Return value: **TerminateAccountResponse**

This method allows an API user to terminate an existing account record.

### get\_alias\_list

Parameter: **GetAccountAliasListRequest**

Return value: **GetAccountAliasListResponse**

### add\_alias

Parameter: **AddAccountAliasRequest**

Return value: **AddAccountAliasResponse**

### delete\_alias

Parameter: **DeleteAccountAliasRequest**

Return value: **DeleteAccountAliasResponse**

### get\_service\_features

Parameters: **GetAccountServiceFeaturesRequest**

Return value: **GetAccountServiceFeaturesResponse**

This method allows an API user to access service features data

### update\_service\_features

Parameters: **UpdateAccountServiceFeaturesRequest**

Return value: **UpdateAccountServiceFeaturesResponse**

This method allows an API user to update settings for account service features.

### get\_xdr\_list

Parameters: **GetAccountXDRListRequest**

Return value: **GetAccountXDRListResponse**

This method retrieves Account XDR records.

### get\_account\_followme

Parameters: **GetAccountFollowMeRequest**

Return value: **GetAccountFollowMeResponse**

This method retrieves the follow-me settings associated with an account. Follow-me entries (numbers) are returned in the order of their priority.

### update\_account\_followme

Parameters: **UpdateAccountFollowMeRequest**

Return value: **UpdateAccountFollowMeResponse**

This method allows an API user to update the follow-me settings associated with an account. It does not add or update follow-me entries.

#### add\_followme\_number

Parameters: **AddFollowMeNumberRequest**

Return value: **AddUpdateFollowMeNumberResponse**

This method allows an API user to add a new follow-me entry (number) associated with an account. If successful, a new ID number is returned. Note: the newly added number becomes the last entry in the list of the account's follow-me numbers.

#### update\_followme\_number

Parameters: **UpdateFollowMeNumberRequest**

Return value: **AddUpdateFollowMeNumberResponse**

This method allows an API user to update an existing follow-me entry (number) associated with an account. It requires an ID number returned, for example, by the add\_followme\_number method.

#### delete\_followme\_number

Parameters: **DeleteFollowMeNumberRequest**

Return value: **DeleteFollowMeNumberResponse**

This method allows an API user to delete an existing follow-me entry (number) associated with the account. It requires an ID number returned, for example, by the add\_followme\_number method.

#### arrange\_followme\_numbers

Parameters: **ArrangeFollowMeNumbersRequest**

Return value: **ArrangeFollowMeNumbersResponse**

This method arranges follow-me entries in a specified order.

#### get\_subscriptions

Parameters: **GetAccountSubscriptionsRequest**

Return value: **GetAccountSubscriptionsResponse**

This method allows an API user to get a list of subscription records associated with an account.

#### add\_subscription

Parameters: **AddAccountSubscriptionRequest**

Return value: **AddUpdateAccountSubscriptionResponse**

This method allows an API user to add a new subscription associated with an account. If successful, a new subscription ID is returned.

#### update\_subscription

Parameters: **UpdateAccountSubscriptionRequest**

Return value: **AddUpdateAccountSubscriptionResponse**

This method allows an API user to update an existing subscription record associated with an account. It requires an ID number returned, for example, by the add\_subscription method.

#### close\_subscription

Parameters: **CloseDeleteAccountSubscriptionRequest**

Return value: **CloseAccountSubscriptionResponse**

This method allows an API user to close an existing active subscription associated with an account. It requires an ID number returned, for example, by the add\_subscription method.

#### delete\_subscription

Parameters: **CloseDeleteAccountSubscriptionRequest**

Return value: **DeleteAccountSubscriptionResponse**

This method allows an API user to delete a pending subscription associated with an account. It requires an ID number returned, for example, by the add\_subscription method.

#### activate\_subscriptions

Parameters: **ActivateAccountSubscriptionsRequest**

Return value: **ActivateAccountSubscriptionsResponse**

This method allows an API user to instantly activate an accounts' pending subscriptions, where the start date is less than or equal to today's date (in the customer's time zone). An activation fee will be charged for each subscription, if applicable.

#### get\_call\_barring\_options

Parameters: **GetCallBarringOptionsRequest**

Return value: **GetCallBarringOptionsResponse**

This method allows an API user to retrieve all available options for account call barring and check their status.



### update\_call\_barring\_options

Parameters: **UpdateCallBarringOptionsRequest**

Return value: **UpdateCallBarringOptionsResponse**

This method allows an API user to update options for account call barring, i.e. enable or disable the corresponding items.

### make\_transaction

Parameters: **MakeAccountTransactionRequest**

Return value: **MakeAccountTransactionResponse**

This method allows an API user to adjust an account's balance or issue a payment transaction, including e-commerce transactions.

### update\_payment\_method

Parameters: **UpdateAccountPaymentMethodRequest**

Return value: **UpdateAccountPaymentMethodResponse**

This method allows an API user to assign a preferred payment method to an account. For online payment methods, all the information required by the payment processor should be provided, and an appropriate payment processor must be set up and properly configured beforehand.

### get\_sip\_status

Parameters: **GetSipStatusRequest**

Return value: **GetSipStatusResponse**

This method allows an API user to check if an account is currently being used by a SIP UA to register with the SIP server and retrieve registration information, such as the user agent's identification or URI.

### get\_ua\_info

Parameters: **GetUAInfoRequest**

Return value: **GetUAInfoResponse**

This method allows an API user to get information about the UA (IP phone) assigned to account.

### assign\_ua

Parameters: **AssignUARequest**

Return value: **AssignUAResponse**

This method allows an API user to assign a UA to an account.

### release\_ua

Parameters: **ReleaseUARequest**

Return value: **ReleaseUAResponse**

This method allows an API user to release an account's UA.

### move\_account

Parameters: **MoveAccountRequest**

Return value: **MoveAccountResponse**

This method allows an API user to move an account to a different customer.

### get\_payment\_method\_info

Parameters: **GetAccountPaymentMethodInfoRequest**

Return value: **GetAccountPaymentMethodInfoResponse**

This method allows an API user to retrieve information about the payment method (e.g. payment card info) assigned to an account.

### add\_cp\_condition

Parameters: **AddCPCConditionRequest**

Return value: **AddCPCConditionResponse**

This method allows an API user to add a call processing condition.

### update\_cp\_condition

Parameters: **UpdateCPCConditionRequest**

Return value: **UpdateCPCConditionResponse**

This method allows an API user to update an existing call processing condition.

### get\_cp\_condition\_list

Parameters: **GetCPCConditionListRequest**

Return value: **GetCPCConditionListResponse**

This method allows an API user to retrieve a list of call processing conditions defined for a given customer.

### add\_cp\_rule

Parameters: **AddCPRuleRequest**

Return value: **AddCPRuleResponse**

This method allows an API user to create a new call processing rule.

`delete_cp_rule`

Parameters: **DeleteCPRuleRequest**  
Return value: **DeleteCPRuleResponse**

This method allows an API user to delete an existing call processing rule.

`update_cp_rule`

Parameters: **UpdateCPRuleRequest**  
Return value: **UpdateCPRuleResponse**

This method allows an API user to update an existing call processing rule.

`get_cp_rule_list`

Parameters: **GetCPRuleListRequest**  
Return value: **GetCPRuleListResponse**

This method allows an API user to retrieve information about defined call processing rules.

`arrange_cp_rules`

Parameters: **ArrangeCPRulesRequest**  
Return value: **ArrangeCPRulesResponse**

This method allows an API user to redefine the order in which call processing rules are applied.

`topup_account`

Parameters: **TopupAccountRequest**  
Return value: **TopupAccountRequest**

This method allows an API user to top up an account using voucher.

`get_vd_counter_list`

Parameters: **GetAccountVDCounterListRequest**  
Return value: **GetAccountVDCounterListResponse**

This method allows an API user to get the information about volume discount counters for the specified account.

## Type Reference

### GetAccountInfoRequest structure

May include **any** of the following property combinations:

Property	Type	Description
i_account	int	Unique ID of the account database record
or:		
i_batch	int	Refers to batch record to which the account belongs
control_number	int	Sequential number of the account in the batch
or:		
batch_name	string, 32 chars max	Name of batch to which the account belongs
control_number	int	Sequential number of the account in the batch
or:		
id	string, 32 chars max	ID (PIN) of the account on the PortaBilling® interface, unique in the environment

### GetAccountInfoResponse structure

Property	Type	Description
account_info	<a href="#">AccountInfo</a> structure	Data about an account, see <a href="#">AccountInfo</a> below

### GetAccountListRequest structure

Property	Type	Description
offset	int	Number of rows to skip at the beginning of the list
limit	int	Number of rows to retrieve
i_customer	int	Refers to customer record to which the account belongs
i_batch	int	Refers to batch record to which the account belongs

### GetAccountListResponse structure

Property	Type	Description
account_list	array of <a href="#">AccountInfo</a> structures	Set of account data records

AccountInfo structure

Property	Type	Description
i_account *	int	Unique ID of account database record
id	string, 32 chars max	ID (PIN) of the account on the PortaBilling® interface, unique in the environment
billing_model *	int	-1 - Debit account type 0 - Recharge voucher account type 1 - Credit account type 2 - Alias
i_customer *	int	Refers to customer record to which the account belongs
i_batch	int	Refers to batch record to which the account belongs
batch_name	string, 32 chars	Name of batch to which the account belongs; this may be passed as a parameter to the add_account method instead of i_batch value; if there is no batch record in the database with the same name, a new record will be created
control_number *	int	Sequential number of the account in the batch
iso_4217	string, 3 chars	ISO4217 code for currency in which the account is billed
opening_balance *	float (with 5 decimal places)	Initial balance of the account
balance **	float (with 5 decimal places)	Balance of the account
zero_balance_date **	date, ISO	Applicable only to debit accounts; specifies when the account has used up all its available funds
refunds **	float (with 5 decimal places)	Amount refunded to the account owner

non_call_related_charges**	float (with 5 decimal places)	Charges not directly associated with calls this account has made
issue_date *	date, ISO format	Date of issue of the account
activation_date	date, ISO format	Date from which the account is usable
expiration_date	date, ISO format	Date from which the account will become unusable
first_usage	date, ISO format	Date on which the account was used for the first time
last_usage	dateTime, ISO format	Date on which the account was last used
last_recharge	dateTime, ISO format	Date on which the account was recharged using IVR or web self-care
life_time	int	Relative to the activation date, the account will expire on the first usage date + lifetime days
redirect_number	string, 15 chars	Associated number
i_product	int	ID for account's product; refers to Products table
i_routing_plan	int	ID for account's routing plan; refers to Routing_Plans table
i_acl	int	ID for account's access level; refers to Access_Levels table
i_vd_plan	int	ID for account's discount plan; refers to Volume_Discount_Plans table
i_moh	int	ID for account's "music on hold" option; refers to Music_On_Hold table
ua_profile_id	int	ID for UA profile
i_time_zone	int	ID for account's time zone; refers to Time_Zones table
i_lang	string	Code for account's web language; refers to Locale_Languages table

iso_639_1	string, 2 chars max	Proffered IVR language
service_flags	string, 32 chars max	Account's call features settings
companyname	string, 41 chars max	Account's company name
salutation	string, 15 chars max	Account's salutation
firstname	string, 25 chars max	Account's first name
midinit	string, 5 chars max	Account's middle initial(s)
lastname	string, 25 chars max	Account's last name
baddr1	string, 41 chars max	1st line of account's address
baddr2	string, 41 chars max	2nd line of account's address
baddr3	string, 41 chars max	3rd line of account's address
baddr4	string, 41 chars max	4th line of account's address
baddr5	string, 41 chars max	5th line of account's address
city	string, 31 chars max	City of account's address
state	string, 21 chars max	Province or state
zip	string, 13 chars max	Postal (zip) code
country	string, 31 chars max	Country
note	string, 41 chars max	Short note (description)
faxnum	string, 21 chars max	Fax number
cont1	string, 41 chars max	Main contact person
phone1	string, 21 chars max	Main phone number
cont2	string, 41 chars max	Alternative contact person
phone2	string, 21 chars max	Alternative phone number
subscriber_email	string, 99 chars max	Subscriber's email address
login	string, 16 chars max	Account's login for self-care web interface
password	string, 16 chars max	Account's password for self-care web interface
h323_password	string, 255 chars max	VoIP password used to authenticate calls made using the account
email	string, 128 chars max	email address associated with the account
credit_limit	float (with 5 decimal places)	Account's credit limit value; 0 if undefined
blocked	string (Y/N)	Block account's calls

um_enabled	string (Y/N)	Allow the account's user to access unified messaging system
follow_me_enabled	string, 1 char	Control forward mode settings for this account: <ul style="list-style-type: none"> <li>• N - No forwarding</li> <li>• Y - Follow-me</li> <li>• F - Advanced forwarding</li> <li>• U - Forward to SIP URI</li> <li>• C - Forward to CLD</li> </ul>
ecommerce_enabled	string (Y/N)	Allow the account's owner to make online payments or set up periodical payments on the account's self-care page
out_date_format	string, 16 chars max	Output format for time indication
out_time_format	string, 16 chars max	Output format for time indication
out_date_time_format	string, 16 chars max	Output format for full date/time indication
in_date_format	string, 16 chars max	Input format for date indication
in_time_format	string, 16 chars max	Input format for time indication
bill_status **	string	<ul style="list-style-type: none"> <li>• O - account is open</li> <li>• C - account is terminated</li> </ul>
i_master_account **	int	The main account this alias account is associated with
password_timestamp*	dateTime	Date the password was changed.
customer_name **	string	The name of the customer this account is under.
bcc*	string	BCC email address
service_features	array of <a href="#">ServiceFeatureInfo</a> structures	Contains account service feature settings.



## GetAccountServiceFeaturesRequest structure

Property	Type	Description
i_account	int	ID of account record

## GetAccountServiceFeaturesResponse structure

Property	Type	Description
i_account	int	ID of account record

## UpdateAccountServiceFeaturesRequest structure

Property	Type	Description
i_account	int	ID of account record
service_features	array of <a href="#">ServiceFeatureInfo</a> structures	List of service features

## UpdateAccountServiceFeaturesResponse structure

Property	Type	Description
i_account	int	ID of account record

## ValidateAccountInfoRequest structure

Property	Type	Description
account_info	<a href="#">AccountInfo</a>	Complete information about an account; note: omit i_account to check if data can be used to create a new account record

## ValidateAccountInfoResponse structure

Property	Type	Description
account_info	<a href="#">AccountInfo</a>	Data about an account, see <a href="#">AccountInfo</a> above

## AddAccountRequest structure

Property	Type	Description
account_info	<a href="#">Account Info</a>	Note: i_account will be ignored; most fields may be omitted

## UpdateAccountRequest structure

Property	Type	Description
account_info	<a href="#">AccountInfo</a>	Note: i_account is a mandatory field; only fields requiring modification should be provided

## AddUpdateAccountResponse structure

Property	Type	Description
i_account	int	ID of created/modified account record

## TerminateAccountRequest structure

Property	Type	Description
i_account	int	ID of the account record

## TerminateAccountResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

## GetAccountFollowMeRequest structure

Property	Type	Description
i_account	int	ID of the account record

## GetAccountFollowMeResponse structure

Property	Type	Description
followme_info	<b>FollowMeInfo</b> structure	Follow-me settings associated with the account
followme_numbers	array of <b>FollowMeNumberInfo</b> structures	List of follow-me numbers associated with the account

## UpdateAccountFollowMeRequest structure

Property	Type	Description
i_account	int	ID of the account record
followme_info	<b>FollowMeInfo</b> structure	Follow-me settings associated with the account

## UpdateAccountFollowMeResponse structure

Property	Type	Description
i_follow_me	int	ID of the follow-me database record

FollowMeInfo structure

Property	Type	Description
i_account *	int	ID of the account database record
i_follow_me **	int	ID of the follow-me database record
mode	string (default is Never)	<b>Deprecated:</b> See <a href="#">Using Service Feature Methods to Change FollowMe Settings</a> in the Appendix.
sequence	string (default is Order)	Order of use of numbers: <ul style="list-style-type: none"> <li>• <b>Order</b> - as listed</li> <li>• <b>Random</b> - random order</li> <li>• <b>Simultaneous</b> - all at once</li> </ul>
timeout	int (between 0 and 90)	Timeout, in seconds

FollowMeNumberInfo structure

Property	Type	Description
i_account *	int	ID of the account database record
i_follow_me **	int	ID of the follow-me database record
i_follow_me_number **	int	ID of the follow-me number database record
name	string, 32 chars max	Symbolic name of entry
timeout	int (between 0 and 90; default 15)	Number timeout, in seconds
redirect_number	string, 32 chars max	Destination of number
period	string, 255 chars max	Period during which number can be used
period_description	string, 64K chars max	Verbal description of the period seen by interface user
active	string (Y/N)	Defines use of follow-me number

i_follow_order **	int	Serial number or follow-me entry, sequentially incremented within array of numbers
domain	string, 1 char	IP address of network device the call will be routed to; applies to the Advanced Forwarding and Forward to SIP URI forward mode settings
keep_original_cld	string (Y/N)	If set to Y, the call will appear as originated by the account forwarding the call; applies to the Advanced Forwarding, Forward to SIP URI and Forward CLD forward mode settings
keep_original_cli	string (Y/N/I)	<ul style="list-style-type: none"> <li>• Y - a call is forwarded with the phone number and the name of the original caller.</li> <li>• N - a call is forwarded with the phone number and the name of the forwarder.</li> <li>• I - the phone number of the caller and the forwarder name are put in the CLI of the forwarded call.</li> </ul>

AddFollowMeNumberRequest structure

Property	Type	Description
i_account	int	ID of the account record

number_info	<b>FollowMeNumberInfo</b> structure	Follow-me number to be added to account's follow-me entries
-------------	--	---

AddFollowMeNumberRequest structure

Property	Type	Description
i_account	int	ID of account record
number_info	<b>FollowMeNumberInfo</b> structure	Follow-me number to be added to account's follow-me entries

UpdateFollowMeNumberRequest structure

Property	Type	Description
i_follow_me_number	int	ID of follow-me number database record to be updated
number_info	<b>FollowMeNumberInfo</b> structure	Follow-me number to be added to account's follow-me entries

AddUpdateFollowMeNumberResponse structure

Property	Type	Description
i_follow_me_number	int	ID of follow-me number database record

DeleteFollowMeNumberRequest structure

Property	Type	Description
i_follow_me_number	int	ID of follow-me number database record to be deleted

DeleteFollowMeNumberResponse structure

Property	Type	Description
success	int	<ul style="list-style-type: none"> <li>• 1 in case of success</li> <li>• 0 in case of failure</li> </ul>

ArrangeFollowMeNumbersRequest structure

Property	Type	Description
i_account	int	ID of the account record
numbers	array of int	List of i_follow_me_number values in the desired order; this may be partial, i.e. it is possible to swap the first two numbers,

		providing two values only
--	--	---------------------------

ArrangeFollowMeNumbersResponse structure

Property	Type	Description
success	int	<ul style="list-style-type: none"> <li>• 1 in case of success</li> <li>• 0 in case of failure</li> </ul>

GetAccountSubscriptionsRequest structure

Property	Type	Description
i_account	int	ID of account record

GetAccountSubscriptionsResponse structure

Property	Type	Description
subscriptions	array of <a href="#">AccountSubscriptionInfo</a> structures	Set of account subscription data records

AddAccountSubscriptionRequest structure

Property	Type	Description
i_account	int	ID of account record
subscription_info	<a href="#">AccountSubscriptionInfo</a>	Note: i_account_subscription will be ignored; i_subscription is a mandatory field, and must be unique among all of the account's pending and active subscriptions

UpdateAccountSubscriptionRequest structure

Property	Type	Description
i_account	int	ID of account record
i_account_subscription	int	ID of account subscription record to be updated
subscription_info	<a href="#">AccountSubscriptionInfo</a>	Note: i_account_subscription and i_subscription will be ignored

## AddUpdateAccountSubscriptionResponse structure

Property	Type	Description
i_account_subscription	int	ID of created/modified account subscription record

## AccountSubscriptionInfo structure

Property	Type	Description
i_account_subscription **	int	Unique ID of the account subscription record
i_subscription *	string, 32 chars max	ID for subscription plan; refers to the Subscriptions table
name **	string, 32 chars max	Name of the subscription plan, referenced by the i_subscription attribute
discount_rate	float (with 5 decimal places)	Discount rate for the subscription, in percents; if missing or undefined, the discount rate defined in the customer information is applied
start_date	date, ISO format	The desired subscription activation date (defined in the customer's time zone); if missing or undefined, the subscription will start immediately after it is created; otherwise, the value should be greater than or equal to today's date (in the customer's time zone); can be updated for pending subscriptions only
activation_date **	date, ISO format	Date when the subscription was activated
billed_to **	date, ISO format	Date to which subscription charges have already been applied
finish_date	date, ISO format	Date when the subscription should be automatically canceled; if defined, must be greater than or equal to start_date

obligatory **	string (Y/N)	Indicates that the subscription comes from the account's product, and so cannot be closed until the account has this product assigned to it
is_finished **	string (Y/N)	Indicates whether the subscription has already been closed
int_status **	int	Status of the subscription: <ul style="list-style-type: none"> <li>• 0 – pending</li> <li>• 1 – active</li> <li>• 2 – closed</li> </ul>

CloseDeleteAccountSubscriptionRequest structure

Property	Type	Description
i_account	int	ID of account record
i_account_subscription	int	ID of account subscription record to be closed/deleted

CloseAccountSubscriptionResponse structure

Property	Type	Description
i_account_subscription	int	ID of closed account subscription record

DeleteAccountSubscriptionResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

ActivateAccountSubscriptionsRequest

Property	Type	Description
i_account	int	ID of account record

ActivateAccountSubscriptionsResponse

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

CallBarringRuleInfo structure

Property	Type	Description
i_cp_condition	int	Unique ID of call barring rule
name	string	Call barring rule name



rule_description	string	User-friendly description of this rule
state	string	'Y' if enabled, 'N' if disabled

GetCallBarringOptionsRequest structure

Property	Type	Description
i_account	int	ID of account record

GetCallBarringOptionsResponse structure

Property	Type	Description
options	array of <a href="#">CallBarringRuleInfo</a> structures	Call barring options

UpdateCallBarringOptionsRequest structure

Property	Type	Description
i_account	int	ID of account record
options	array of <a href="#">CallBarringRulesInfo</a> structures	

UpdateCallBarringOptionsResponse

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

MakeAccountTransactionRequest structure

Property	Type	Description
i_account	int	ID of account record
action	string one of the following: <ul style="list-style-type: none"> <li>• Manual charge</li> <li>• Manual refund</li> <li>• Manual payment</li> <li>• Promotional credit</li> </ul>	Same as those available on the Maintenance tab of the Customer edit interface, except for e-commerce transactions
amount	float (with 5 decimal places)	Amount by which the customer's balance will increase / decrease Note: for a manual charge transaction applied to a debit account, the amount

		must not exceed the account's balance
visible_comment	string, 32 chars max	A comment on this transaction visible in the xDR browser
internal_comment	string, 32 chars max	An internal comment on this transaction; not visible in the xDR browser, and accessible only directly from the database
suppress_notification	int	1 – do not send email notifications to this customer, 0 – send notifications
transaction_id	string	Applicable to capture payment and e-commerce refund transactions; must contain the ID of a previously issued authorization only / e-commerce payment transaction.
h323_conf_id	string	H323-Conf-ID of transaction

MakeAccountTransactionResponse structure

Property	Type	Description
balance	float (with 5 decimal places)	Modified account balance
transaction_id	string	E-Commerce transaction ID
authorization	string	E-Commerce authorization code
result_code	string	E-Commerce operation result code
i_xdr	int	Unique ID of the xdr record

UpdateAccountPaymentMethodRequest structure

Property	Type	Description
i_account	int	ID of account record
payment_method_info	<a href="#">PaymentMethodInfo</a>	Data about payment method; see <i>Access to Customer Information</i>

		section above
--	--	---------------

## UpdateAccountPaymentMethodResponse structure

Property	Type	Description
i_credit_card	int	ID of modified payment method record

## GetSipStatusRequest structure

Property	Type	Description
i_account	int	ID of account record

## GetSipStatusResponse structure

Property	Type	Description
sip_status	int	1 – online (account is used by SIP UA to register with the SIP server) 0 – offline
sip_info	<a href="#">SipStatusInfo</a>	Information about SIP UA registration

## SipStatusInfo structure

Property	Type	Description
username	string	Username of registered account; same as account's id attribute from AccountInfo
i_env	int	ID of the environment to which the registrar belongs
user_agent	string	User agent identification info
contact	string	URI of the user agent which the SIP Proxy uses to contact the IP phone
domain	string	Domain of the registrar: IP address and, if port is non-standard, port number (after a colon)
callid	string	Call-id of the register request
flags	int	1 - UA behind NAT
expires	dateTime, ISO format	Date and time this registration will expire
last_modified	dateTime, ISO format	Date and time the register request was received

## GetUaInfoRequest structure

Property	Type	Description
i_account	int	ID of account record

GetUAInfoResponse structure

Property	Type	Description
i_ua	int	ID of UA record; refers to the UA table
name	string	Name of UA
mac	string	MAC address of UA
port	int	UA port used by this account
inventory_id	string	Inventory ID of UA
profile	string	Name of UA profile
type	string	UA type

AssignUARequest structure

Property	Type	Description
i_account	int	ID of account record
i_ua	int	ID of UA record
port	int	UA port used by this account Note: if the type of UA is PortaPhone, the port field is not mandatory

AssignUAResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

ReleaseUARequest structure

Property	Type	Description
i_account	int	ID of account record

ReleaseUAResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure

GetAccountXDRListRequest structure

Property	Type	Description
i_account	int	ID of account record
i_service	int	ID of Service; refers to Services table
limit	int	Number of rows to retrieve
offset	int	Number of rows to skip at beginning of list

from_date	dateTime	Fetch XDRs with bill_time starting from this date
to_date	dateTime	Fetch XDRs with bill_time before this date

GetAccountXDRListResponse structure

Property	Type	Description
xdr_list	array of <b>XDRInfo</b> structure	List of XDRs

XDRInfo structure

Property	Type	Description
i_xdr	int	ID of XDR record
CLI	string	Caller Line Identification
CLD	string	Calling Line Identification
charged_amount	float	Amount charged
charged_quantity	int	Units charged
country	string	Country
subdivision	string	Country Subdivision
description	string	Destination description
disconnect_cause	string	
disconnect_reason	string	
bill_status	string	Call bill status
connect_time	dateTime	Call connect time
unix_connect_time	int	Call connect time (expressed in> Unix time format - seconds since epoch)
disconnect_time	dateTime	Call disconnect time
unix_disconnect_time	int	Call disconnect time (expressed in> Unix time format - seconds since epoch)
bill_time	dateTime	Call bill time

AliasInfo structure

Property	Type	Description
id	string	Alias ID
i_master_account	int	ID of parent account record
blocked	string	Block account's calls
i_account	int	Unique ID of an account (alias)

## AddAccountAliasRequest structure

Property	Type	Description
alias_info	<a href="#">AliasInfo</a> structure	Alias information

## AddAccountAliasResponse structure

Property	Type	Description
success	int	1 if success, 0 if failure

## GetAccountAliasListRequest structure

Property	Type	Description
i_account	int	ID of account record

## GetAccountAliasListResponse structure

Property	Type	Description
alias_list	array of <a href="#">AliasInfo</a> structures	List of aliases

## DeleteAccountAliasRequest structure

Property	Type	Description
alias_info	<a href="#">AliasInfo</a> structure	Alias information

## DeleteAccountAliasResponse structure

Property	Type	Description
success	int	1 if success, 0 if failure

## MoveAccountRequest structure

Property	Type	Description
i_account	int	ID of account to be moved
i_customer	int	ID of customer to move account to
batch_name	string	Name of the batch to put the account record into.

## MoveAccountResponse structure

Property	Type	Description
old_i_account	int	Old ID of account
i_account	int	New ID of account
warnings	Array of Strings	Warnings accumulated during move

GetAccountPaymentMethodInfoRequest structure

Property	Type	Description
i_account	int	ID of account record

GetAccountPaymentMethodInfoResponse structure

Property	Type	Description
payment_method_info	PaymentMethodInfo structure	PaymentMethodInfo object

CPCConditionInfo structure

Property	Type	Description
i_account	int	ID of account record
i_cp_condition	int	ID of call processing condition record
type	string	One of the following: <ul style="list-style-type: none"> <li>• ToNumber</li> <li>• FromNumber</li> <li>• TimeWindow</li> </ul>
name	string	Name of condition
numbers	Array of <a href="#">CPCConditionNumberInfo</a> structures	Used by ToNumber and FromNumber condition types
time_window	<a href="#">CPCConditionTimeWindowInfo</a>	Used by TimeWindow condition type
is_used	string	Read-only – whether the condition is used in a rule (Y/N)

CPCConditionTimeWindowInfo structure

Property	Type	Description
period	string	Time::Period string
description	string	Description of period

CPCConditionNumberInfo structure

Property	Type	Description
number	string	Phone number
onnet	string	

CPRuleInfo structure

Property	Type	Description
i_cp_rule	int	ID of call processing condition record
i_account	int	ID of account record
from_number_i_cp_condition	int	ID of FromNumber call processing condition
to_number_i_cp_condition	int	ID of ToNumber call processing condition
time_window_i_cp_condition	int	ID of TimeWindow call processing condition
order_number	int	Read-only – ordinal number for this rule in the rule set
is_active	string	Whether rule is enabled (Y/N)
action	int	Action (for how to make the correct value, see the Service Features example in the Appendix)

AddCPConditionRequest structure

Property	Type	Description
cp_condition_info	<b>CPConditionInfo</b> structure	Call processing condition structure

AddCPConditionResponse structure

Property	Type	Description
i_cp_condition	int	ID of call processing condition record

UpdateCPConditionRequest structure

Property	Type	Description
cp_condition_info	<b>CPConditionInfo</b> structure	Call processing condition structure

UpdateCPConditionResponse structure

Property	Type	Description
i_cp_condition	int	ID of call processing



		condition entry
--	--	-----------------

GetCPConditionListRequest structure

Property	Type	Description
i_account	int	ID of account record
type	string	One of the following: <ul style="list-style-type: none"> <li>• FromNumber</li> <li>• ToNumber</li> <li>• TimeWindow</li> </ul>

GetCPConditionListResponse structure

Property	Type	Description
cp_condition_list	Array of <b>CPCConditionInfo</b> structures	Array of CPCConditionInfo structures

AddCPRuleRequest structure

Property	Type	Description
cp_rule_info	<b>CPRuleInfo</b>	Call processing rule info structure Note: i_account is a mandatory field

AddCPRuleResponse structure

Property	Type	Description
i_cp_rule	int	ID of call processing rule record

DeleteCPRuleRequest structure

Property	Type	Description
i_cp_rule	int	ID of call processing rule record

DeleteCPRuleResponse structure

Property	Type	Description
success	int	1 – success 0 – failed

UpdateCPRuleRequest structure

Property	Type	Description
cp_rule_info	<b>CPRuleInfo</b>	Call processing rule info structure

		Note: i_account will be ignored
--	--	---------------------------------

UpdateCPRuleResponse structure

Property	Type	Description
i_cp_rule	int	ID of call processing rule record

GetCPRuleListRequest structure

Property	Type	Description
i_account	int	ID of account record

GetCPRuleListResponse structure

Property	Type	Description
cp_condition_list	Array of <b>CPRuleInfo</b> structures	Array of CPRuleInfo structures

ArrangeCPRulesRequest structure

Property	Type	Description
i_account	int	ID of account record
rules	Array of int	Array of IDs of CPRuleInfo structures

ArrangeCPRulesResponse structure

Property	Type	Description
success	int	1 – success 0 – failed

TopupAccountRequest structure

Property	Type	Description
account_info	<b>AccountInfo</b>	Data about an account, see <b>AccountInfo</b> above Note: only i_account is used
voucher_info	<b>VoucherInfo</b>	Information about voucher, see <b>VoucherInfo</b> below

TopupAccountResponse structure

Property	Type	Description
amount	float	Amount by which the account's balance will increase

balance	float	The current amount of the account's balance
---------	-------	---

#### VoucherInfo structure

Property	Type	Description
id	string	ID of the voucher

#### GetAccountVDCounterListRequest structure

Property	Type	Description
i_account	int	Unique ID of the account record
service_name	string	Service name pattern
dg_name	string	Destination group name pattern
peak_level	string	ID of the Peak Level: 0 (peak period), 1 (off-peak period), 2 (2nd off-peak period)

#### GetAccountVDCounterListResponse structure

Property	Type	Description
counter_list	Array of <a href="#">CounterInfo</a>	Array of counter objects

#### CounterInfo structure

Property	Type	Description
i_avd_counter	int	Unique ID of the account volume discount counter
i_account	int	Unique ID of the account record
dg_name	string	Destination group name
service_name	string	Name of the service
peak_level	int	ID of the Peak Level
rate_unit	string	Units
counter_value	float	Value of counter

## Access to DID Inventory Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/DID>

### Methods

[get\\_vendor\\_batch\\_list](#)

Parameters: [GetVendorBatchListRequest](#)

Return value: [GetVendorBatchListResponse](#)

This method allows an API user (administrator or reseller) to get a list of DID vendor batches filtered by various parameters. The DID inventory must be accessible to the user making the request. Only those batches containing DID numbers owned by the user will be returned.

#### get\_number\_list

Parameters: **GetDIDNumberListRequest**

Return value: **GetDIDNumberListResponse**

This method allows an API user to get a list of DID numbers filtered by various parameters.

#### get\_number\_info

Parameters: **GetDIDNumberInfoRequest**

Return value: **GetDIDNumberInfoResponse**

This method allows an API user to get a DID number record from the database.

#### reserve\_number

Parameters: **ReserveDIDNumberRequest**

Return value: **ReserveDIDNumberResponse**

This method allows an API user to reserve a DID number for future use. The reserved field will be filled with the current date and time.

Note: before the reservation, this method checks that the number was not already reserved during the specified interval.

#### release\_number

Parameters: **ReleaseDIDNumberRequest**

Return value: **ReleaseDIDNumberResponse**

This method allows an API user to release a previously reserved DID number.

## Type Reference

### GetVendorBatchListRequest structure

Property	Type	Description
country	string	ISO 3166 two-letter country code
area_code	string	Search pattern for area code

area_code_description	string	Search pattern for area code description
owner_batch	int	ID of owner batch record; the list will include only those vendor batches containing DID numbers included in this particular owner batch
reserve_term	int	Number of seconds to check for reserved status; the list will include only those vendor batches containing DID numbers reserved more than reserve_term seconds ago (or were not reserved at all)
limit	int	Number of rows to retrieve
offset	int	Number of rows to skip at beginning of list

GetVendorBatchListResponse structure

Property	Type	Description
vendor_batch_list	array of <b>VendorBatchInfo</b> structures	Set of vendor batch records

VendorBatchInfo structure

Property	Type	Description
i_dv_batch	int	ID of vendor batch record
name	string	Name of vendor batch
country	string	ISO 3166 two-letter country code
area_code	string	Area code
area_code_description	string	Area code description

GetDIDNumberListRequest structure

Property	Type	Description
number	string	Search pattern for DID number
owner_batch	int	ID of owner batch record for looking up numbers
country	string	ISO 3166 two-letter country code
area_code	string	Search pattern for area code
area_code_description	string	Search pattern for area code description

reserve_term	int	Number of seconds to check for reserved status; the list will include only those DID numbers that were reserved more than reserve_term seconds ago (or were not reserved at all)
usage	string	<ul style="list-style-type: none"> <li>• U – used (assigned to an account)</li> <li>• F – not used</li> <li>• A – all (default value)</li> </ul>
limit	int	Number of rows to retrieve
offset	int	Number of rows to skip at beginning of list

### GetDIDNumberListResponse structure

Property	Type	Description
did_number_list	array of <a href="#">DIDNumberInfo</a> structures	Set of DID number records

### DIDNumberInfo structure

Property	Type	Description
i_did_number	int	ID of DID number record
number	string	DID number
description	string	Description
owner_batch_name	string	Name of owner batch this number belongs to
vendor_batch_name	string	Name of vendor batch this number belongs to
reserved	dateTime, ISO format	Date and time when this number was reserved
reserved_stamp	dateTime, Unix timestamp	Date and time when this number was reserved
Released	dateTime, ISO format	Date and time when this number was de-assigned from an account (account was terminated or its ID changed)
assigned	dateTime, ISO format	Date and time when this number was assigned to an account

## GetDIDNumberInfoRequest structure

Property	Type	Description
number	string	DID number

## GetDIDNumberInfoResponse structure

Property	Type	Description
number_info	<a href="#">DIDNumberInfo</a> structure	Data for account; see <a href="#">DIDNumberInfo</a> above

## ReserveDIDNumberRequest structure

Property	Type	Description
number	string	DID number to reserve
reserve_term	int	Interval in seconds that is used to check that the number was not already reserved during this interval. And in such a way prevent the reservation of numbers that were reserved less than specified time ago.

## ReserveDIDNumberResponse structure

Property	Type	Description
success	int	1 – success 0 – failed
timestamp	string (Unix timestamp)	Time stamp of reservation

## ReleaseDIDNumberRequest structure

Property	Type	Description
number	string	DID number to release
<u>timestamp</u>	string (Unix timestamp)	Time stamp of previous reservation to be checked

## ReleaseDIDNumberResponse structure

Property	Type	Description
success	int	1 – success 0 – failed

## Access to UA Inventory Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/UA>

### Methods

#### [get\\_ua\\_list](#)

Parameters: [GetUAListRequest](#)

Return value: [GetUAListResponse](#)

This method allows an API user (administrator or reseller) to get a list of UA devices (IP phones) in the IP phone inventory, filtered by various parameters.

#### [add\\_ua](#)

Parameters: [AddUARequest](#)

Return value: [AddUAResponse](#)

This method allows an API user to add a new UA device (IP phone) to the IP phone inventory.

#### [delete\\_ua](#)

Parameters: [DeleteUARequest](#)

Return value: [DeleteUAResponse](#)

This method allows an API user to delete a UA device, provided that it is not being used by any account.

## Type Reference

### [GetUAListRequest](#) structure

Property	Type	Description
name	string	Search pattern for UA name
type	string	Search pattern for UA type
profile	string	Search pattern for UA profile
description	string	Search pattern for UA description
mac	string	Search pattern for UA MAC address
inventory_id	string	Search pattern for UA inventory ID
usage	string	<ul style="list-style-type: none"><li>• U – used (at least one port)</li><li>• C – completely used (all ports)</li><li>• F – not used</li></ul>



		<ul style="list-style-type: none"> <li>• A – any state (default value)</li> </ul>
limit	int	Number of rows to retrieve
offset	int	Number of rows to skip at beginning of list

### GetUAListResponse structure

Property	Type	Description
ua_list	array of <b>UAInfo</b> structures	Set of UA records

### AddUARequest structure

Property	Type	Description
ua_info	<b>UAInfo</b> structure	UA record

### AddUAResponse structure

Property	Type	Description
i_ua	int	ID of UA record

### DeleteUARequest structure

Property	Type	Description
i_ua	int	ID of UA record

### DeleteUAResponse structure

Property	Type	Description
success	int	1 if operation is successful, 0 if not

### UAInfo structure

Property	Type	Description
i_ua	int	ID of UA record
name	string	UA name
type	string	UA type
i_ua_type	int	ID of UA type
description	string	UA description
mac	string	UA MAC address
inventory_id	string	UA inventory ID
profile	string	UA Provisioning Profile
port	string	UA port used by this account
ascii_key	string	ASCII Key
i_customer	int	ID of customer record (if managed by reseller)
ua_profile_id	string	ID of UA profile

used	string	Flag that indicates UA usage
notepad	string	UA notepad

## Access to Product Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/Product>

### Key

- \* - A value can be entered for this property only when inserting new records, and cannot be changed later.
- \*\* - This property is read-only; its value cannot be changed.
- Mandatory properties (whose value must be entered during insertion, and cannot be set to an empty value later) are underlined.

### Methods

#### [get\\_product\\_list](#)

Parameters: [GetProductListRequest](#)

Return value: [GetProductListResponse](#)

#### [get\\_product\\_info](#)

Parameters: [GetProductInfoRequest](#)

Return value: [GetProductInfoResponse](#)

## Type Reference

### [ProductInfo](#) structure

Property	Type	Description
<u>i_product</u>	int	ID of product record
<u>default_i_acl</u>	int	Which ACL should be assigned to new accounts created with this product.
<u>subscription_host</u>	string	
<u>breakage</u>	float	Used in Account Management to obtain a summary of .depleted. (practically unusable) accounts.

maintenance_fee	float	Amount to charge any account using this product according to the schedule defined by the maintenance period.
info_url	string	URL to an external website describing product features.
i_vd_plan	int	ID of volume discount plan
validation_module	string	
name	string	Product name
description	string	Product description
maintenance_effective_from	date	Defines when maintenance fee starts to be applied.
subscription_http_referer	string	
maintenance_period	string	Defines how often to apply maintenance fee.
continue_uri	string	
hidden	string	
i_customer	int	Managed by

GetProductListRequest structure

Property	Type	Description
i_customer	int	ID of customer (reseller) record; if specified, the product list will be filtered by the corresponding reseller
iso_4217	string	Product currency
offset	int	Number of rows to skip at beginning of list
limit	int	Number of rows to retrieve

GetProductListResponse structure

Property	Type	Description
product_list	Array of <b>ProductInfo</b> structures	Set of product data records

GetProductInfoRequest structure

Property	Type	Description
i_product	int	ID of product record
name	string	Name of product, or part of the name. Use % sign as wildcard.

## GetProductInfoResponse structure

Property	Type	Description
product_info	<b>ProductInfo</b> structure	Product data record

## Access to Rate Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/Rate>

### Methods

#### add\_rate

Parameters: **AddRateRequest**

Return value: **AddRateResponse**

This method allows an API user (administrator or reseller) to add a new rate for a destination.

#### update\_rate

Parameters: **UpdateRateRequest**

Return value: **UpdateRateResponse**

This method allows an API user to update an existing rate for a destination.

#### add\_rate\_group

Parameters: **AddRateGroupRequest**

Return value: **AddRateGroupResponse**

This method allows an API user (administrator or reseller) to add a new rate for every destination in a destination group.

#### update\_rate\_group

Parameters: **UpdateRateGroupRequest**

Return value: **UpdateRateGroupResponse**

This method allows an API user to update the existing rate for every destination in a destination group.

## Type Reference

### AddRateRequest structure

Property	Type	Description
rate_info	<a href="#">RateInfo</a>	Rate data record

### AddRateResponse structure

Property	Type	Description
i_rate	int	ID of the rate record created

### AddRateGroupRequest structure

Property	Type	Description
i_dest_group	int	ID of the destination group
rate_info	<a href="#">RateInfo</a>	Rate data record

### AddRateGroupResponse structure

Property	Type	Description
i_rate_list	Array of Int	List of ID of the rates created

### UpdateRateRequest structure

Property	Type	Description
rate_info	<a href="#">RateInfo</a>	Rate data record

### UpdateRateResponse structure

Property	Type	Description
i_rate	int	ID of the modified rate record

### UpdateRateGroupRequest structure

Property	Type	Description
i_dest_group	int	ID of the destination group
rate_info	<a href="#">RateInfo</a>	Rate data record

### UpdateRateGroupResponse structure

Property	Type	Description
i_rate_list	Array of Int	List of ID of the modified rates

### RateInfo structure

Property	Type	Description
i_tariff	int	ID of the tariff record
i_dest	int	ID of the destination record

i_rate	int	ID of the rate record
interval_1	int	First billing interval
interval_n	int	Next billing interval
price_1	float	Price for first interval
price_n	float	Price for next interval
op_interval_1	int	First billing interval for off-peak time
op_interval_n	int	Next billing interval for off-peak time
op_price_1	float	Price for first interval for off-peak time
op_price_n	float	Price for next interval for off-peak time
effective_from	dateTime	Defines when the rate starts to be applied
effective_immediately	string	Defines that the rate starts to be applied immediately
hidden	string	Indicates that the rate is excessive and may be omitted when making a list of rates
discontinued	string	Indicates that rate is discontinued
forbidden	string	Indicates that no calls are authorized for the particular destination
preference	int	Routing priority
huntstop	string	Indicates whether huntstop is set or not
formula	string	Indicates if this rate uses a call rating formula
route_category	int	ID of route category
op_route_category	int	ID of route category for off-peak period
op_preference	int	Routing priority for off-peak period
op_huntstop	string	Indicates whether huntstop for off-peak period is set or not
reverse_rating	string	Indicates whether rate is marked reverse or not

## Access to Representative Information

URI (namespace):

<https://pbslave-server.yourdomain.com/Porta/SOAP/Representative>

### Methods

#### [get\\_representative\\_info](#)

Parameters: [GetRepresentativeInfoRequest](#)

Return value: [GetRepresentativeInfoResponse](#)

This method allows an API user (administrator or reseller) to get a representative record from the database.

#### [get\\_representative\\_list](#)

Parameters: [GetRepresentativeListRequest](#)

Return value: [GetRepresentativeListResponse](#)

This method allows an API user to get a list of representative records.

### Type Reference

#### [GetRepresentativeInfoRequest](#) structure

Property	Type	Description
i_rep	int	Unique ID of the representative record
name	string	Name of the representative on the PortaBilling® interface, unique in the environment

#### [GetRepresentativeInfoResponse](#) structure

Property	Type	Description
representative_info	<a href="#">RepresentativeInfo</a>	Complete information about a representative

#### [GetRepresentativeListRequest](#) structure

Property	Type	Description
offset	int	Starting position for the representative list

limit	int	Limit of representatives(maximum quantity of representatives)
name	string	Refers to the name of the representative
i_customer	int	ID of the reseller who manages the representative

GetRepresentativeListResponse structure

Property	Type	Description
representative_list	array of <b>RepresentativeInfo</b> structures	List of representatives

RepresentativeInfo structure

Property	Type	Description
i_rep	int	Unique ID of the representative record
refnum	string	Reference number
initials	string	Initials of the representative
name	string	Name of the representative on the PortaBilling® interface, unique in the environment
iso_4217	string	ISO4217 code for currency in which the representative is billed
i_acl	int	ID for representative's access level; refers to Access_Levels table
i_time_zone	int	ID for representative's time zone; refers to Time_Zones table
i_lang	string	Code for representative's web language; refers to Locale_Language table
companyname	string	Representative's company name
salutation	string	Representative's salutation
firstname	string	Representative's first name
midinit	string	Representative's middle initial(s)
lastname	string	Representative's last name
baddr1	string	1st line of representative's address
baddr2	string	2nd line of representative's address
baddr3	string	3rd line of representative's address



baddr4	string	4th line of representative's address
baddr5	string	5th line of representative's address
city	string	City of representative's address
state	string	Province or state
zip	string	Postal (zip) code of the representative's address
country	string	Country of the representative's address
faxnum	string	Fax number
cont1	string	Main contact person
phone1	string	Main phone number
cont2	string	Alternative contact person
phone2	string	Alternative phone number
email	string	Email address
login	string	The representative's login for self-care web interface
password	string	The representative's password for self-care web interface
tax_id	string	Tax ID
out_date_format	string	Output format for date indication on customer's self-care interface
out_time_format	string	Output format for time indication
out_date_time_format	string	Output format for full date/time indication
in_date_format	string	Input format for date indication
in_time_format	string	Input format for time indication
i_customer	int	ID of the reseller who manages this representative
hidden	string	Hidden

## Access to Invoice Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/Invoice>

### Methods

[get\\_invoice\\_info](#)

Parameters: [GetInvoiceInfoRequest](#)

Return value: [GetInvoiceInfoResponse](#)

This method allows an API user (administrator or reseller) to get an invoice record from the database.

[get\\_invoice\\_list](#)

Parameters: [GetInvoiceListRequest](#)

Return value: [GetInvoiceListResponse](#)

This method allows an API user to get a list of invoice records.

## Type Reference

### [GetInvoiceInfoRequest](#) structure

Property	Type	Description
i_invoice	int	Unique ID of the invoice record
invoice_number	int	Invoice Number – unique identifier of the invoice

### [GetInvoiceInfoResponse](#) structure

Property	Type	Description
invoice_info	<a href="#">InvoiceInfo</a>	Information about the invoice

### [GetInvoiceListRequest](#) structure

Property	Type	Description
offset	int	Starting position for the invoice list
limit	int	Limit of invoices (maximum quantity of invoices)
invoice_number	int	Refers to Invoice Number – unique identifier of the invoice
i_customer	int	Unique ID of the customer the invoice belongs to
i_parent	int	Unique ID of the reseller (to get invoices for all subcustomers of this reseller)

### [GetInvoiceListResponse](#) structure

Property	Type	Description
invoice_list	array of <a href="#">InvoiceInfo</a> structure	List of invoices

### [InvoiceInfo](#) structure

Property	Type	Description
i_invoice	int	Unique ID of the invoice record

invoice_number	int	Invoice Number - unique identifier of the invoice
i_customer	int	Refers to customer record to which the invoice belongs
issue_date	date, ISO format	Date when the invoice was generated
period_from	dateTime, ISO format	Start date of the billing period
period_to	dateTime, ISO format	End date of the billing period
i_payment_term	int	Refers to the description of the payment term
amount_net	float	Sum of all charges in this period minus credits/refunds
amount_due	float	Amount the customer is supposed to pay for this period
closed	string	Indicates whether the invoice is closed (sent to the customer) or not
previous_balance	float	Previous balance. Balance reported in the last invoice
payments	float	Payments. Sum of all charges
subscriptions	float	Subscription fee
manual_charges	float	Manual charges. Non-service related charges
taxes	float	Calculated taxes. Amount of taxes for this period
calls	float	Service charges (e.g. call charges)
new_style	int	Defines whether the invoice includes the previous balance or not
due_date	date, ISO format	Date by which payment must be received
i_invoice_status	int	Refers to the invoice status record
amount_paid	float	Amount paid by the customer already
last_notific_date	date, ISO format	Date the invoice was first sent to the customer
last_resend_date	date, ISO format	Last resend date. Date the invoice was resent to the customer
last_recollect_date	date, ISO format	Last recollect date. Date the collection attempt was made (attempt to charge the customer's credit card on file for the amount due)

last_warning_date	date, ISO format	Last warning date. Date the notification email was sent to the customer informing about service suspension
last_suspension_date	date, ISO format	Last suspension date. Date the customer was suspended after an invoice became overdue
last_closing_date	date, ISO format	Last closing date. Date the customer's account was closed after an invoice became overdue
tax_method	int	Taxation method
i_billing_processor	int	Refers to Billing Processor record
prior_balance	float	Prior Balance
prior_balance_paid	float	Prior Balance Paid
customer_name	string	Customer name to which the invoice belongs
invoice_status	string	Invoice status
i_parent	int	Unique ID of the reseller (for subcustomer)

## Access to Customer Class Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/CustomerClass>

### Methods

#### [get\\_customer\\_class\\_list](#)

Parameters: [GetCustomerClassListRequest](#)  
Return value: [GetCustomerClassListResponse](#)

This method allows an API user to get a list of customer class records.

#### [get\\_default\\_customer\\_class](#)

Parameters: [GetDefaultCustomerClassRequest](#)  
Return value: [GetDefaultCustomerClassResponse](#)

This method allows an API user to get information about the default customer class records.

## Type Reference

### GetCustomerClassListRequest structure

Property	Type	Description
i_customer	int	ID of the reseller who manages the customer class
search	string	Search pattern in the name and description of a customer class

### GetCustomerClassListResponse structure

Property	Type	Description
customer_class_list	array of <b>CustomerClassInfo</b> structures	List of customer classes

### GetDefaultCustomerClassRequest structure

Property	Type	Description
i_customer	int	ID of the reseller managing the customer class (undefined in case of Managed By Administrator only)

### GetDefaultCustomerClassResponse structure

Property	Type	Description
customer_class_info	<b>CustomerClassInfo</b>	Complete information about customer class records

### CustomerClassInfo structure

Property	Type	Description
i_customer_class	int	Unique ID of the customer class record
name	string	The name of the customer class on the PortaBilling® interface, unique in the environment
i_customer	int	ID of the reseller who manages the customer class
description	string	The customer class description
i_template	int	ID for customer's invoice template; refers to Templates table

i_payment_term	int	Refers to the description of the payment term
grace_period	int	Invoice grace period, i.e. how many days after invoice generation payment is expected
notific_days	string	Invoice notification intervals
resend_days	string	Invoice re-send intervals
recollect_days	string	Re-collect intervals
warning_days	int	Warning intervals
suspension_days	int	In how many days after the due date the customer's services will be suspended if the invoice is still unpaid
closing_days	int	In how many days after the due date the customer's account will be closed if the invoice is still unpaid
bp_charge_cc	string	Automatically charge customer's credit card when a billing period is closed
i_billing_processor	int	Refers to Billing Processor record
tax_info	string	Taxation info
send_invoices	string	Defines whether an invoice should be automatically sent to the customer as soon as it is created
send_statistics	string	Defines what kind of xDR statistics should be delivered to the customer by email
default_class	string	Flag that designates default customer class
managed_by	string	The name of the reseller who manages the customer class

## Access to Discount Plan Information

URI (namespace): <https://pbslave-server.yourdomain.com/Porta/SOAP/DiscountPlan>

### Methods

#### [get\\_discount\\_list](#)

Parameters: [GetDiscountListRequest](#)

Return value: [GetDiscountListResponse](#)

This method allows an API user to get the information about discounts for the specified volume discount plan.

#### [get\\_vd\\_threshold\\_list](#)

Parameters: [GetVDThresholdListRequest](#)

Return value: [GetVDThresholdListResponse](#)

This method allows an API user to get the information about thresholds (discount scheme) for the specified discount record.

### Type Reference

#### [GetDiscountListRequest](#) structure

Property	Type	Description
i_vd_plan	int	ID of the volume discount plan
service_name	string	Service name pattern
dg_name	string	Destination group name pattern
peak_level	int	ID of the peak level: 0 (peak period), 1 (off-peak period), 2 (2nd off-peak period)

#### [GetDiscountListResponse](#) structure

Property	Type	Description
discount_list	Array of <a href="#">DiscountInfo</a>	Array of the discount structures

#### [DiscountInfo](#) structure

Property	Type	Description
i_vd_dg	int	Unique ID of the volume discount record (volume

		discount destination group record)
i_vd_plan	int	ID of the discount plan
dg_name	string	Destination group name
service_name	string	Name of the service
peak_level	int	ID of the peak level
rate_unit	string	Units (e.g. USD, messages, minutes)
exclusive	string	Exclusive flag value

GetVDThresholdListRequest structure

Property	Type	Description
i_vd_dg	int	ID of the volume discount record (volume discount destination group record)

GetVDThresholdListResponse structure

Property	Type	Description
threshold_list	Array of <b>VDThresholdInfo</b>	Array of the volume discount threshold objects

VDThresholdInfo structure

Property	Type	Description
i_vd_threshold	int	Unique ID of the volume discount threshold record
i_vd_dg	int	ID of the volume discount record (volume discount destination group record)
notify_if_exceeded	string	Flag which indicates the status of notification if threshold is exceeded
alter_service	string	Alter service value
threshold_value	string	Threshold value
discount	float	Discount value (in percent %)
xdr_split	string	Flag that shows whether the threshold record is marked as splitting (Split xDRs)



# 3. PortaUM XML API

## Access to API

**Proxy** (server address): <https://pum-server.yourdomain.com:8443/soap.fcgi>

**URI** (namespace): <https://pum-server.yourdomain.com/UM/SOAP/>



Please replace the **pum-server.yourdomain.com** with the actual hostname of your PortaUM® server.

## Security

Connection to the SOAP interface is provided via HTTPS.

Authentication is done using authentication pairs (login-password). Each request to a method should contain the `auth_info` structure as the SOAP header attribute.

## Error Handling

SOAP faults are used to carry error information within a SOAP message. If the actual response has a SOAP fault element as the body entry, then an error has occurred. In this case, the accuracy of any other fields in the response cannot be guaranteed, and you should only use the fault sub-elements to identify the error. Currently, these sub-elements are as follows:

- **faultcode** is intended for use by the client software and provides an algorithmic mechanism for identifying a fault;
- **faultstring** provides a human-readable explanation of a fault, and is not intended for algorithmic processing.

## WSDL

Each PortaUM® installation has its own set of WSDL documents available for download from the web server. Assuming the name of the Admin server is `pum-server.yourdomain.com`, these documents can be downloaded from:

- <https://pum-server.yourdomain.com:8443/wSDL.fcgi?get=Types.xsd>
- <https://pum-server.yourdomain.com:8443/wSDL.fcgi?get=Voicemail.xsd>
- <https://pum-server.yourdomain.com:8443/wSDL.fcgi?get=DialDirectory.xsd>
- <https://pum-server.yourdomain.com:8443/wSDL.fcgi?get=Queues.xsd>
- <https://pum-server.yourdomain.com:8443/wSDL.fcgi?get=AutoAttendant.xsd>

All SOAP requests are handled via an SSL connection. By default, PortaUM® installations contain a self-signed certificate that provides the

means to encrypt data. However, since this certificate's authenticity cannot be validated, you may experience some problems when connecting to an SSL site. In that case, it may be necessary to obtain a certificate from a genuine certificate authority. Another option is to generate your own certificate authority and have certificates deployed to all SOAP clients. However, this goes beyond the scope of the present document.

## Establishing an Authenticated Session

URI: <https://pum-server.yourdomain.com/UM/SOAP/Session>

### Methods

#### login

Parameters: **LoginRequest**

Return value: **LoginResponse**

Checks the validity of login and password and returns session\_id on success. A SOAP fault is generated on failure.

#### logout

Parameters: **LogoutRequest**

Return value: **LogoutResponse**

Terminates the session. You should call logout() to terminate the session properly.

### Type Reference

#### LoginRequest structure

Property	Type	Description
login	string, 32 char max	Account ID specified on web interface.
domain	string	Domain matched to environment that the account belongs to.
password	string, 16 chars max	Password specified on web interface.

## LoginResponse structure

Property	Type	Description
session_id	string, 32 chars max	ID of newly opened session.

## LogoutRequest structure

Property	Type	Description
-	-	-

## LogoutResponse structure

Property	Type	Description
success	int	1 in case of success, 0 in case of failure.

## Global Methods and Types

### Type Reference

The structure below is used to pass authentication data to the SOAP method. There are two possible ways to authenticate a SOAP request: create a session and pass session\_id in auth\_info, or pass all the required credentials (login/domain/password) in every SOAP request.

## auth\_info structure

Property	Type	Description
login	string, 32 chars max	Account ID specified on web interface.
domain	string	-
password	string, 16 chars max	Password specified on web interface.
or alternatively:		
session_id	string, 32 chars max	Unique ID of previously opened SOAP session.

## Access to Voicemail Settings

URI: <https://pum-server.yourdomain.com/UM/SOAP/Voicemail>

### Key

- \* - A value can be entered for this property only when inserting new records, and cannot be changed later.
- \*\* - This property is read-only, and its value cannot be changed.
- Mandatory properties (whose value must be entered during insertion, and cannot be set as an empty value later) are underlined.

### Methods

#### get\_vm\_settings

Parameters: **GetVMSettingsRequest**

Return value: **GetVMSettingsResponse**

This method allows an API user (account) to get general voicemail settings from the PortaUM® database.

#### set\_vm\_settings

Parameters: **SetVMSettingsRequest**

Return value: **SetVMSettingsResponse**

This method allows an API user (account) to set general voicemail settings in the PortaUM® database.

#### get\_vm\_greeting

Parameters: **GetVMGreetingRequest**

Return value: **GetVMGreetingResponse**

This method allows an API user (account) to get the sound prompt for a specified greeting from the PortaUM® database. The sound file is returned in a MIME attachment.

#### set\_vm\_greeting

Parameters: **SetVMGreetingRequest**

Return value: **SetVMGreetingResponse**

This method allows an API user (account) to set the sound prompt for a specified greeting type. The sound file is sent in a MIME attachment.

## Type Reference

### GetVMSettingsRequest structure

May include **any** of the following properties:

Property	Type	Description
-	-	-

### GetVMSettingsResponse structure

Property	Type	Description
vm_settings	<b>VMSettings</b>	Complete information about general voicemail settings.

### SetVMSettingsRequest structure

May include **any** of the following properties:

Property	Type	Description
vm_settings	<b>VMSettings</b>	Complete information about general voicemail settings.

### SetVMSettingsResponse structure

Property	Type	Description
vm_settings_saved	int	1 in case of success.

### VMSettings structure

Property	Type	Description
mode	string	Voicemail mode: <ul style="list-style-type: none"> <li>voicemail – record a voicemail;</li> <li>auto_attendant – launch account-configured auto attendant.</li> </ul>
password	string	Password for accessing voicemail via IVR.
password_ask	string	<ul style="list-style-type: none"> <li>yes – ask for password when accessing voicemail via IVR;</li> <li>no – don't ask for password when accessing voicemail via IVR.</li> </ul>
prompt_levels	string	PortaUM® offers three voice prompt settings in

		<p>each supported language:</p> <ul style="list-style-type: none"> <li>• standard;</li> <li>• extended;</li> <li>• rapid.</li> </ul>
announce_dt	string	<p>Announce the date and time when each voicemail was sent. Values:</p> <ul style="list-style-type: none"> <li>• yes;</li> <li>• no.</li> </ul>
auto_play	string	<p>Auto-play new voicemail(s) when a call to voicemail is established. Values:</p> <ul style="list-style-type: none"> <li>• yes;</li> <li>• no.</li> </ul>
greetings	string	<p>Type of greeting for users wishing to leave a voicemail. Values:</p> <ul style="list-style-type: none"> <li>• standard;</li> <li>• extended;</li> <li>• personal;</li> <li>• name.</li> </ul>
fax_file	string	<p>Format for received faxes:</p> <ul style="list-style-type: none"> <li>• multi_png;</li> <li>• multi_tiff;</li> <li>• pdf;</li> <li>• tiff.</li> </ul>
ext_email	string, max 128 chars	<p>External email for forwarding, copying, and notifying.</p>
ext_email_action	string	<p>Action for external email:</p> <ul style="list-style-type: none"> <li>• none;</li> <li>• forward;</li> <li>• notify;</li> <li>• copy.</li> </ul>

GetVMGreetingRequest structure

Property	Type	Description
greeting_type	string	<p>Values:</p> <ul style="list-style-type: none"> <li>• standard;</li> <li>• extended;</li> <li>• personal;</li> <li>• name.</li> </ul>

## GetVMGreetingResponse structure

Property	Type	Description
filename	string	Filename of greeting attached to SOAP response in a MIME attachment.

## SetVMGreetingRequest structure

Property	Type	Description
greeting_type	string	Values: <ul style="list-style-type: none"><li>• standard;</li><li>• extended;</li><li>• personal;</li><li>• name</li></ul>
filename	string	Filename of greeting attached to SOAP request in a MIME attachment.

## SetVMGreetingResponse structure

Property	Type	Description
success	int	1 in case of success.

## Auto Attendant Configuration

URI: <https://pum-server.yourdomain.com/UM/SOAP/AutoAttendant>

### Methods

#### get\_menu\_list

Parameters: [GetMenuListRequest](#)

Return value: [GetMenuListResponse](#)

This method allows an API user (account) to get a list of all configured auto attendant menus.

#### update\_menu

Parameters: [UpdateMenuRequest](#)

Return value: [UpdateMenuResponse](#)

This method allows an API user (account) to update the settings of a separate auto attendant menu.



### create\_menu

Parameters: **CreateMenuRequest**  
Return value: **CreateMenuResponse**

This method allows an API user (account) to create an auto attendant menu.

### del\_menu

Parameters: **DelMenuRequest**  
Return value: **DelMenuResponse**

This method allows an API user (account) to delete an auto attendant menu.

### set\_menu\_prompt

Parameters: **SetMenuPromptRequest**  
Return value: **SetMenuPromptResponse**

This method allows an API user (account) to set (record) separate prompt for selected auto attendant menu. The sound file is sent in a MIME attachment to the SOAP request.

### get\_menu\_prompt

Parameters: **GetMenuPromptRequest**  
Return value: **GetMenuPromptResponse**

This method allows an API user (account) to get a separate prompt from the selected auto attendant menu. The sound file is sent in a MIME attachment to the SOAP request.

### get\_menu\_transition\_list

Parameters: **GetMenuTransitionListRequest**  
Return value: **GetMenuTransitionListResponse**

This method allows an API user (account) to get a list of auto attendant menu transitions.

### set\_menu\_transition

Parameters: **SetMenuTransitionRequest**  
Return value: **SetMenuTransitionListResponse**

This method allows an API user (account) to set auto attendant menu transitions. The transition prompt should be sent in a MIME attachment.

## get\_menu\_transition\_prompt

Parameters: **GetMenuTransitionPromptRequest**

Return value: **GetMenuTransitionPromptResponse**

This method allows an API user (account) to get an auto attendant menu transition prompt. The prompt is sent in a MIME attachment.

## Type Reference

### GetMenuListRequest structure

Property	Type	Description
-	-	-

### GetMenuListResponse structure

Property	Type	Description
menu_list	array of <b>MenuInfo</b> structures	List of auto attendant menus.

### UpdateMenuRequest structure

Property	Type	Description
menu_info	<b>MenuInfo</b>	Auto attendant menu data.

### UpdateMenuResponse structure

Property	Type	Description
i_menu	int	Unique ID of updated menu record.

### CreateMenuRequest structure

Property	Type	Description
menu_info	<b>MenuInfo</b>	Auto attendant menu data.

### CreateMenuResponse structure

Property	Type	Description
i_menu	int	Unique ID of created menu record.

### DelMenuRequest structure

Property	Type	Description
i_menu	int	Unique ID of deleted menu record

## DelMenuResponse structure

Property	Type	Description
i_menu	int	Unique ID of deleted menu database record.

## MenuInfo structure

Property	Type	Description
i_menu*	int	Unique ID of menu record (required for the update_menu and del_menu methods).
name	string, max 64 chars	<b>Unique</b> within one account menu name; 'ROOT' name is reserved for the root menu, which always exists.
period	string, max 255 chars	Period in special format (see appendix).
period_desc	string, max 255 chars	Description of period in a form understandable by end-users.
msg_disabled_type	string	'Unavailable' prompt type – standard or recorded by user. Values: <ul style="list-style-type: none"> <li>• standard;</li> <li>• custom.</li> </ul>
msg_timeout_type	string	'Timeout' prompt type – standard or recorded by user. Values: <ul style="list-style-type: none"> <li>• standard;</li> <li>• custom.</li> </ul>
msg_intro_set	int	1 if 'Intro' prompt recorded; otherwise 0.
msg_menu_set	int	1 if 'Menu' prompt recorded; otherwise 0.
msg_disabled_set	int	1 if 'Unavailable' prompt recorded; otherwise 0.
msg_timeout_set	int	1 if 'Timeout' prompt recorded; otherwise 0.

## SetMenuPromptRequest structure

Property	Type	Description
i_menu	int	Unique ID of updated menu record.
prompt_type	string	Prompt type: <ul style="list-style-type: none"> <li>• intro;</li> <li>• menu;</li> </ul>

		<ul style="list-style-type: none"> <li>• disabled;</li> <li>• timeout.</li> </ul>
prompt	string	Filename of prompt sent in a MIME attachment to the SOAP request.

SetMenuPromptResponse structure

Property	Type	Description
i_menu	int	Unique ID of updated menu record.

GetMenuPromptRequest structure

Property	Type	Description
i_menu	int	Unique ID of menu record.
prompt_type	string	Prompt type: <ul style="list-style-type: none"> <li>• intro;</li> <li>• menu;</li> <li>• disabled;</li> <li>• timeout.</li> </ul>

GetMenuPromptResponse structure

Property	Type	Description
prompt	string	Filename of prompt sent in a MIME attachment to the SOAP response.

GetMenuTransitionListRequest structure

Property	Type	Description
i_menu	int	Unique ID of menu record.

GetMenuTransitionListResponse structure

Property	Type	Description
transition_list	array of <b>TransitionInfo</b> structures	Set of transitions for specified auto attendant menu.

SetMenuTransitionRequest structure

Property	Type	Description
i_menu	int	Unique ID of the menu record.
transition_info	<b>TransitionInfo</b>	Properties of the menu transition.

## SetMenuTransitionResponse structure

Property	Type	Description
success	int	1 in case of success, 0 if failed.

## GetMenuTransitionPromptRequest structure

Property	Type	Description
i_menu	int	Unique ID of menu record.
event	string	Transition event; see allowed values in <a href="#">TransitionInfo</a> structure.

## GetMenuTransitionPromptResponse structure

Property	Type	Description
prompt	string	Filename of prompt sent in a MIME attachment to the SOAP request.

## TransitionInfo structure

Property	Type	Description
event	string	Transition event. Values: '0','1','2','3','4','5','6','7','8','9','*','#','Timeout','Not Active','f'.
action	string	Performed action. Values: <ul style="list-style-type: none"> <li>• Disabled – no action;</li> <li>• Directory – launch ‘Dial Directory’ IVR ;</li> <li>• Queue – launch ‘Call Queue’ IVR for queue specified in ‘target_i_queue’;</li> <li>• Transfer – transfer to preconfigured number specified in ‘destination’ field;</li> <li>• TransferE164 – transfer to E164 number specified in ‘destination’ field;</li> <li>• Voicemail – launch voicemail recording;</li> <li>• Menu – go to the auto attendant menu specified in ‘target_i_menu’;</li> </ul>

		<ul style="list-style-type: none"> <li>Extension – transfer to extension dialed by user.</li> </ul>
target_i_menu	int	Unique ID of auto attendant menu record.
target_i_queue	int	Unique ID of call queue record.
destination	string, max. 32 chars	Destination for ‘Transfer’, ‘TransferE164’ action.
play_prompt	string	Play or do not play user-recorded prompt before action. Value: <ul style="list-style-type: none"> <li>Y</li> <li>N</li> </ul>
prompt_set	int	1 if user-recorded prompt set.
prompt	string	Filename for user-recorded prompt sent in a MIME attachment (only for the set_menu_transition method).

## Call Queue Configuration

URI: <https://pum-server.yourdomain.com/UM/SOAP/Queues>

### Methods

#### get\_queue\_list

Parameters: **GetQueueListRequest**  
Return value: **GetQueueListResponse**

This method allows an API user (account) to get a list of all configured call queues.

#### create\_queue

Parameters: **CreateQueueRequest**  
Return value: **CreateQueueResponse**

This method allows an API user (account) to create a call queue with user-recorded MOH attached to the SOAP request via a MIME attachment.

#### update\_queue

Parameters: **UpdateQueueRequest**  
Return value: **UpdateQueueResponse**

This method allows an API user (account) to update call queue data and set a user-recorded MOH attached to the SOAP request via a MIME attachment.

get\_queue

Parameters: **GetQueueRequest**  
Return value: **GetQueueResponse**

This method allows an API user (account) to get call queue data with MOH sent via a MIME attachment.

del\_queue

Parameters: **DelQueueRequest**  
Return value: **DelQueueResponse**

This method allows an API user (account) to delete a call queue.

GetQueueListRequest structure

Property	Type	Description
-	-	-

GetqueueListResponse structure

Property	Type	Description
menu_list	array of <b>QueueInfo</b> structures	List of call queues.

CreateQueueRequest structure

Property	Type	Description
queue_info	<b>QueueInfo</b>	Call queue data.

CreateQueueResponse structure

Property	Type	Description
i_queue	int	Unique ID of call queue record.

UpdateQueueRequest structure

Property	Type	Description
queue_info	<b>QueueInfo</b>	Call queue data.

UpdateQueueResponse structure

Property	Type	Description
i_queue	int	Unique ID of call queue record.

## GetQueueRequest structure

Property	Type	Description
i_queue	int	Unique ID of call queue record.

## GetQueueResponse structure

Property	Type	Description
queue_info	<a href="#">QueueInfo</a>	Call queue data.

## DelQueueRequest structure

Property	Type	Description
i_queue	int	Unique ID of deleted call queue record.

## DelQueueResponse structure

Property	Type	Description
i_queue	int	Unique ID of deleted call queue record.

## QueueInfo structure

Property	Type	Description
queue_id*	int	Unique ID of call queue record.
name	string, max 64 chars	<b>Unique</b> call queue name (for one account).
destination	string, max 32 chars	Destination number for call queue.
capacity	int	Number of simultaneous calls that can be serviced by queue destination number.
average_duration	int	Average call duration in seconds.
moh_set	int	1 if user-recorded MOH set.
moh	string	Filename for user-recorded MOH sent in a MIME attachment (used only in the create_queue, update_queue methods).



# Dial Directory Configuration

URI: <https://pum-server.yourdomain.com/UM/SOAP/DialDirectory>

## Methods

### [get\\_dir\\_info](#)

Parameters: [GetDirInfoRequest](#)

Return value: [GetDirInfoResponse](#)

This method allows an API user (account) to get a list of dial directory entries and general dial directory settings.

### [update\\_dir\\_info](#)

Parameters: [UpdateDirInfoRequest](#)

Return value: [UpdateDirInfoResponse](#)

This method allows an API user (account) to update general dial directory settings.

### [get\\_dir\\_entry](#)

Parameters: [GetDirEntryRequest](#)

Return value: [GetDirEntryResponse](#)

This method allows an API user (account) to get a dial directory entry with prompt data sent via a MIME attachment to the SOAP response.

### [del\\_dir\\_entry](#)

Parameters: [DelDirEntryRequest](#)

Return value: [DelDirEntryResponse](#)

This method allows an API user (account) to delete an entry in the dial directory.

### [update\\_dir\\_entry](#)

Parameters: [UpdateDirEntryRequest](#)

Return value: [UpdateDirEntryResponse](#)

This method allows an API user (account) to update an entry in the dial directory. The entry prompt for should be sent in a MIME attachment to the SOAP request.

### create\_dir\_entry

Parameters: **CreateDirEntryRequest**

Return value: **CreateDirEntryResponse**

This method allows an API user (account) to create a new entry in the dial directory. The entry prompt for should be sent in a MIME attachment to the SOAP request.

### DirectoryInfo structure

Property	Type	Description
intro	string	Which 'intro' prompt to play: PortaUM® built-in, or user-recorded. Values: <ul style="list-style-type: none"> <li>• standard;</li> <li>• custom.</li> </ul>
intro_custom	string	Filename for user-recorded prompt sent in a MIME attachment.
no_abbr_num	string	Values: <ul style="list-style-type: none"> <li>• Y</li> <li>• N</li> </ul>

### DirEntryInfo structure

Property	Type	Description
i_entry	int	Unique ID of dial directory entry.
active	string	Is this dial directory entry active? Values: <ul style="list-style-type: none"> <li>• Y</li> <li>• N</li> </ul>
abbreviated_number	string, max 15 chars	Abbreviated number that can be used instead of dial directory entry matching via 'lastname'.
number_to_dial	string, max 32 chars	Number to be dialed.
lastname	string, max 25 chars	Last name whose first 3 letters are used to match the dial directory entry (via standard telephone keyboard mapping).
description	string, max 64 chars	Directory entry description.
prompt_set	int	1 if user-recorded prompt set, otherwise 0.

prompt	string	Filename for user-recorded MOH sent in a MIME attachment (only for create_dir_entry, update_dir_entry methods).
--------	--------	---

## GetDirInfoRequest structure

Property	Type	Description
-	-	-

## GetDirInfoResponse structure

Property	Type	Description
directory_info	<a href="#">DirectoryInfo</a>	Dial directory general settings.
dir_entry_list	array of <a href="#">DirEntryInfo</a> structures	List of dial directory entries.

## UpdateDirInfoRequest structure

Property	Type	Description
directory_info	<a href="#">DirectoryInfo</a>	Dial directory general settings.

## UpdateDirInfoResponse structure

Property	Type	Description
success	int	1 in case of success, 0 if failed.

## GetDirEntryRequest structure

Property	Type	Description
i_entry	int	Unique ID of dial directory entry.

## GetDirEntryResponse structure

Property	Type	Description
dir_entry_info	<a href="#">DirEntryInfo</a>	Information about dial directory entry.

## DeIDirEntryRequest structure

Property	Type	Description
i_entry	int	Unique ID of dial directory entry.

## DeIDirEntryResponse structure

Property	Type	Description
i_entry	int	Unique ID of dial directory entry.

## UpdateDirEntryRequest structure

Property	Type	Description
dir_entry_info	<a href="#">DirEntryInfo</a>	Information about dial directory entry.

## UpdateDirEntryResponse structure

Property	Type	Description
i_entry	int	Unique ID of dial directory entry.

## CreateDirEntryRequest structure

Property	Type	Description
dir_entry_info	<a href="#">DirEntryInfo</a>	Information about dial directory entry.

## CreateDirEntryResponse structure

Property	Type	Description
i_entry	int	Unique ID of dial directory entry.

# 4 . Appendices

## Examples of RADIUS Communication

### Failed Login (Authentication failure)

#### Authentication request

```
NAS-IP-Address      = '127.0.0.102'
User-Name           = '6502001'
Calling-Station-Id = '6502001'
h323-conf-id        = '01010101 00000000 00000000 00000001'
Password            = 'test1234'
h323-ivr-out        = 'PortaBilling_Original_CLD:01001inbound'
```

#### Authentication reject response

```
h323-ivr-in         = ErrorExplanation:invalid_account
h323-return-code    = 1
```

### Failed Outgoing Call (Authorization failure)

#### Authorization request

```
NAS-IP-Address      = '127.0.0.102'
NAS-Port-Type       = 'Async'
User-Name           = '02001'
Called-Station-Id   = '160801001'
Calling-Station-Id = '02001'
h323-conf-id        = '01010101 00000000 00000000 00000001'
Password            = 'test1234'
h323-ivr-out        = 'PortaBilling_Original_CLD:160801001inbound'
NAS-Port-Id         = '0'
```

#### Authorization reject response

```
h323-billing-model = 1
h323-ivr-in         = PortaBilling_AccessCode:160801001inbound
h323-ivr-in         = Tariff:T_SubService_1
h323-ivr-in         = ErrorExplanation:cld_blocked
h323-return-code    = 9
h323-currency       = USD
h323-preferred-lang = en
```

### Successful Prepaid Card IVR Session

#### Authentication Request

```
NAS-IP-Address      = '164.9.9.100'
NAS-Port-Type       = 'Async'
User-Name           = '10086610975'
Calling-Station-Id = '6045550193'
Service-Type        = 'Login-User'
h323-conf-id        = '39AE126B CD4D11DB 958E0014 1C3F6886'
Password            = ''
h323-ivr-out        = 'PortaBilling_Original_CLD:6045551600'
h323-ivr-out        = 'transactionID:526267'
NAS-Port            = '0'
NAS-Port-Id         = 'ISDN 3/0:D:13'
```

## Authentication Response

```
h323-credit-amount      = 10.00
h323-billing-model      = 1
h323-ivr-in             = Tariff:PrepaidCard
h323-ivr-in             = PortaBilling_AccountBalance:10.00000
h323-ivr-in             = PortaBilling_ProductBreakage:0.00000
h323-ivr-in             = available-funds:10.00
h323-return-code        = 0
h323-currency           = CAD
h323-preferred-lang     = en
```

## Authorization Request

```
NAS-IP-Address          = '164.9.9.100'
User-Name                = '10086610975'
Called-Station-Id        = '01182623634515'
Calling-Station-Id       = '6045550193'
Service-Type             = 'Login-User'
h323-conf-id             = '39AE126B CD4D11DB 958E0014 1C3F6886'
Password                  = ''
h323-ivr-out             = 'PortaBilling_Seed:18879071672'
h323-ivr-out             = 'PortaBilling_Original_CLD:6045551600'
h323-ivr-out             = 'transactionID:526273'
```

## Authorization Response

```
h323-billing-model      = 1
h323-ivr-in             = Tariff:PrepaidCard
h323-ivr-in             = PortaBilling_CLI:6045550193
h323-ivr-in             = PortaBilling_CompleteNumber:82623634515
h323-ivr-in             = PortaBilling_Auth_CLD:82623634515
h323-ivr-in             = PortaBilling_Auth_Reseller_CLD:82623634515
h323-ivr-in             = DURATION:30000
h323-return-code        = 0
h323-currency           = CAD
h323-credit-time        = 30000
h323-preferred-lang     = en
```

## Accounting Request (Outgoing Call Leg)

```
NAS-IP-Address          = '164.9.9.100'
User-Name                = '10086610975'
Called-Station-Id        = '82623634515'
Calling-Station-Id       = '6045550193'
Acct-Status-Type         = 'Stop'
Service-Type             = 'Login-User'
h323-gw-id               = '5350-1.'
h323-call-origin         = 'originate'
h323-call-type           = 'VoIP'
h323-setup-time          = '00:16:18.192 PST Fri Mar 9 2007'
h323-connect-time        = '00:16:21.164 PST Fri Mar 9 2007'
h323-disconnect-time     = '00:17:31.893 PST Fri Mar 9 2007'
h323-disconnect-cause    = '10'
h323-voice-quality       = '30'
h323-conf-id             = '39AE126B CD4D11DB 958E0014 1C3F6886'
call-id                  = '4A65E46C-CD4D11DB-886EDEFB-
7AF0CBAB@164.9.9.100'
Acct-Session-Id          = '00123C60'
Acct-Input-Octets        = '7676'
Acct-Output-Octets       = '107380'
Acct-Input-Packets       = '471'
Acct-Output-Packets      = '3521'
Acct-Session-Time        = '71'
Acct-Delay-Time          = '0'
h323-incoming-conf-id   = '39AE126B CD4D11DB 958E0014 1C3F6886'
subscriber                = 'RegularLine'
session-protocol          = 'sipv2'
```

```
gw-rxd-cdn = 'ton:2,npi:1,#:6045551600'  
h323-ivr-out = 'PortaBilling_Original_CLD:6045551600'  
h323-ivr-out = 'PortaBilling_Seed:18879071672'  
h323-remote-address = '164.9.9.101'  
release-source = '1'  
alert-timepoint = '00:16:19.497 PST Fri Mar 9 2007'  
remote-media-address = '164.9.9.101'  
gw-rxd-cgn = 'ton:2,npi:1,pi:0,si:3,#:6045550193'  
gw-collected-cdn = '01182623634515T'  
gw-final-xlated-cdn = 'ton:2,npi:1,#:82623634515'  
gw-final-xlated-cgn = 'ton:2,npi:1,pi:0,si:3,#:6045550193'  
charged-units = '0'  
disconnect-text = 'normal call clearing (16)'  
peer-address = '82623634515'  
info-type = 'speech'  
peer-id = '30'  
peer-if-index = '625'  
logical-if-index = '0'  
codec-bytes = '20'  
coder-type-rate = 'g729br8'  
ontime-rv-playout = '40000'  
remote-udp-port = '5060'  
remote-media-udp-port = '46396'  
vad-enable = 'disable'  
receive-delay = '60 ms'  
round-trip-delay = '60 ms'  
hiwater-playout-delay = '130 ms'  
lowater-playout-delay = '60 ms'  
gapfill-with-prediction= '0 ms'  
gapfill-with-redundancy= '0 ms'  
gapfill-with-silence = '0 ms'  
early-packets = '16'  
late-packets = '1'  
lost-packets = '0'  
Acct-Authentic = 'RADIUS'
```

## Accounting Request (Incoming Call Leg)

```
NAS-IP-Address = '164.9.9.100'  
NAS-Port-Type = 'Async'  
User-Name = '10086610975'  
Called-Station-Id = '6045551600'  
Calling-Station-Id = '6045550193'  
Acct-Status-Type = 'Stop'  
Service-Type = 'Login-User'  
h323-gw-id = '5350-1.'  
h323-call-origin = 'answer'  
h323-call-type = 'Telephony'  
h323-setup-time = '00:15:50.148 PST Fri Mar 9 2007'  
h323-connect-time = '00:15:50.156 PST Fri Mar 9 2007'  
h323-disconnect-time = '00:17:31.889 PST Fri Mar 9 2007'  
h323-disconnect-cause = '10'  
h323-voice-quality = '0'  
h323-conf-id = '39AE126B CD4D11DB 958E0014 1C3F6886'  
Acct-Session-Id = '00123C4F'  
Acct-Input-Octets = '70420'  
Acct-Output-Octets = '110624'  
Acct-Input-Packets = '3521'  
Acct-Output-Packets = '894'  
Acct-Session-Time = '102'  
Acct-Delay-Time = '0'  
h323-incoming-conf-id = '39AE126B CD4D11DB 958E0014 1C3F6886'  
subscriber = 'RegularLine'  
gw-rxd-cdn = 'ton:2,npi:1,#:6045551600'  
calling-party-category = '9'  
transmission-medium-req= '0'  
h323-ivr-out = 'PortaBilling_Session:unlock'  
h323-ivr-out = 'Tariff:Unknown'  
release-source = '1'  
dsp-id = '2/4:0'  
gw-rxd-cgn = 'ton:2,npi:1,pi:0,si:3,#:6045550193'
```



```

gw-collected-cdn      = '01182623634515T'
charged-units          = '0'
disconnect-text        = 'normal call clearing (16)'
peer-address           = '6045550193'
info-type              = 'speech'
peer-id                = '10'
peer-if-index          = '615'
logical-if-index       = '243'
acom-level             = '39'
coder-type-rate        = 'g729br8'
noise-level            = '4294967213'
voice-tx-duration     = '10000 ms'
tx-duration            = '97785 ms'
Acct-Authentic         = 'RADIUS'
NAS-Port               = '0'
NAS-Port-Id           = 'ISDN 3/0:D:13'

```

## SIP Routing Request

### Authorization Request

```

NAS-IP-Address         = '65.61.203.144'
User-Name               = '14255551108'
Called-Station-Id      = '380444903490'
Calling-Station-Id     = '14255551108'
h323-conf-id           = '7BC5C486 47F611DC B7B70011 43CD0D2C'
call-id                 = '9D9F94ED24B747AD806128E45F6539060xc0a8002d'
Digest-Attributes       = 'Realm = "65.61.203.144"'
Digest-Attributes       = 'Nonce =
"5ccca2d31f1e47d2dfd66aaafd1a8efc46c1d050"'
Digest-Attributes       = 'Method = "INVITE"'
Digest-Attributes       = 'URI = "sip:380444903490@65.61.203.144"'
Digest-Attributes       = 'Algorithm = "MD5"'
Digest-Attributes       = 'User-Name = "14255551108"'
Digest-Response         = 'be888ab3a0c6fdddb2b90dc54cf7e291'
h323-remote-address    = '193.28.87.193'
h323-session-protocol  = 'sipv2'
h323-ivr-out            = 'PortaBilling_Routing:SIP'
h323-ivr-out            = 'PortaBilling_AuthMethod:INVITE'
h323-ivr-out            = 'PortaBilling_Notify:rtp_same_nat=1;NAT'
h323-ivr-out            = 'PortaBilling_Seed:1058711856'
NAS-Port                = '5060'

```

### Authorization Response

```

h323-billing-model     = 0
h323-ivr-in            = PortaBilling_AccessCode:OUTGOING
h323-ivr-in            = Tariff:c Porta Internal
h323-ivr-in            = MOH:1
h323-ivr-in            = DURATION:7674
h323-ivr-in            = PortaBilling_CompleteNumber:380444903490
h323-ivr-in            = PortaBilling_CLI:14255551108
h323-return-code       = 0
h323-currency          = USD
h323-credit-time       = 7674
h323-preferred-lang    = en
h323-ivr-in            = PortaBilling_Routing: @;g-hunt=seq
h323-ivr-in            = PortaBilling_Routing: @;g-
hunt=skip;expires=300;rtp=1;patience=20
h323-ivr-in            = PortaBilling_Routing:380444903490@216.78.43.12
h323-ivr-in            = PortaBilling_Routing:
380444903490@67.34.130.55;auth=DD1B04568F1316608E13E567B705918F7C352221
D6945914

```

## Callback Session

### First call leg authorization

```

NAS-IP-Address      = "142.179.71.220"
User-Name           = "00099900113"
Called-Station-Id   = "00099900113"
Calling-Station-Id  = "00099900113"
h323-conf-id        = "2F01F3F6 B89192B8 711B0000 1C7A0F2A "
Password            = "secret"
h323-remote-address = "193.28.87.193"
h323-ivr-out         = "PortaBilling_OriginalCLD:555333"
h323-ivr-out         = "PortaBilling_AuthMethod:INVITE"
h323-ivr-out         = "PortaBilling_Seed:4094388346"

```

### Second call leg authorization

```

NAS-IP-Address      = "142.179.71.220"
User-Name           = "00099900113"
Called-Station-Id   = "00099900111"
Calling-Station-Id  = "00099900222"
h323-conf-id        = "2F01F3F6 B89192B8 711B0000 1C7A0F2A"
Password            = "secret"
h323-ivr-out         = "PortaBilling_OriginalCLD:OUT"
h323-ivr-out         = "PortaBilling_AuthMethod:INVITE"
h323-ivr-out         =
PortaBilling_Notify:another_cld=00099900113;another_orig_cld=555333;in_
progress=13"
h323-ivr-out         = "PortaBilling_Seed:4094388346"

```

### Second call leg 1, accounting for failed call attempt

```

NAS-IP-Address      = 142.179.71.220
h323-call-origin    = "originate"
h323-call-type       = "VoIP"
h323-setup-time     = "11:34:20.677 GMT Fri Feb 23 2007"
User-Name           = "00099900113"
Calling-Station-Id  = "00099900113"
Called-Station-Id   = "00099900222"
h323-incoming-conf-id = "2F01F3F6 B89192B8 711B0000 1C7A0F2A"
h323-conf-id        = "11111111 B89192B8 711B0000 1C7A0F2A"
Acct-Session-Id     = "B89192B8-66BC43D89"
h323-disconnect-time = "11:34:30.677 GMT Fri Feb 23 2007"
h323-connect-time   = "11:34:30.677 GMT Fri Feb 23 2007"
h323-ivr-out         = "PortaBilling_Seed:4094388346"
h323-remote-address = "10.28.87.193"
h323-ivr-out         = "PortaBilling_OriginalCLD:OUT"
Acct-Session-Time   = 0
h323-disconnect-cause = "1C"
Acct-Status-Type    = Stop

```

### Second call leg, accounting for connected call

```

NAS-IP-Address      = 142.179.71.220
h323-call-origin    = "originate"
h323-call-type       = "VoIP"
h323-setup-time     = "11:34:35.677 GMT Fri Feb 23 2007"
User-Name           = "00099900113"
Calling-Station-Id  = "00099900113"
Called-Station-Id   = "00099900222"
h323-incoming-conf-id = "2F01F3F6 B89192B8 711B0000 1C7A0F2A"
h323-conf-id        = "11111111 B89192B8 711B0000 1C7A0F2A"
Acct-Session-Id     = "B89192B8-66BC43D89"
h323-disconnect-time = "11:34:30.677 GMT Fri Feb 23 2007"
h323-connect-time   = "11:36:32.677 GMT Fri Feb 23 2007"
h323-ivr-out         = "PortaBilling_Seed:4094388346"

```

```
h323-remote-address = "10.28.87.200"
h323-ivr-out = "PortaBilling_OriginalCLD:OUT"
Acct-Session-Time = 122
h323-disconnect-cause = "0"
Acct-Status-Type = Stop
```

## First call leg accounting

```
NAS-IP-Address = 142.179.71.220
h323-call-origin = "originate"
h323-call-type = "VoIP"
h323-setup-time = "11:33:38.677 GMT Fri Feb 23 2007"
User-Name = "00099900113"
Calling-Station-Id = "00099900113"
Called-Station-Id = "00099900113"
h323-ivr-out = PortaBilling_CallbackHistory:START
h323-ivr-out = PortaBilling_CallbackHistory:ATTEMPT
h323-ivr-out = PortaBilling_CallbackHistory:ATTEMPT
h323-ivr-out = PortaBilling_CallbackHistory:OK
h323-conf-id = "2F01F3F6 B89192B8 711B0000 1C7A0F2A"
Acct-Session-Id = "B89192B8-66BC43D89"
h323-disconnect-time = "11:34:18.677 GMT Fri Feb 23 2007"
h323-connect-time = "11:35:18.677 GMT Fri Feb 23 2007"
h323-ivr-out = "PortaBilling_Seed:4094388346"
h323-remote-address = "10.28.87.200"
h323-ivr-out = "PortaBilling_OriginalCLD:555333"
Acct-Session-Time = 60
h323-disconnect-cause = "0"
Acct-Status-Type = Stop
Acct-Delay-Time = 0
```

## Voucher Recharge Session

### Authentication (main account login) request

```
NAS-IP-Address = '127.0.0.102'
User-Name = '02001'
Calling-Station-Id = '02001'
h323-conf-id = '01010101 00000000 00000000 00000012'
Password = 'test1234'
h323-ivr-out = 'PortaBilling_Original_CLD:01inbound'
```

### Authentication response

```
h323-credit-amount = 10.00
h323-billing-model = 1
h323-ivr-in = PortaBilling_AccessCode:01inbound
h323-ivr-in = Tariff:T_SubService_1
h323-ivr-in = PortaBilling_AccountBalance:10.00000
h323-ivr-in = PortaBilling_ProductBreakage:0.00000
h323-ivr-in = available-funds:10.00
h323-return-code = 0
h323-currency = USD
h323-preferred-lang = en
```

### Voucher recharge request

```
NAS-IP-Address = '127.0.0.102'
User-Name = '02001'
Calling-Station-Id = '02001'
h323-conf-id = '01010101 00000000 00000000 00000012'
Password = 'test1234'
h323-ivr-out = 'PortaBilling_Original_CLD:01inbound'
```

## Voucher recharge response

```
h323-credit-amount      = 60.00
h323-ivr-in             = PortaBilling_AccessCode:01inbound
h323-ivr-in             = Tariff:T_SubService_1
h323-ivr-in             = PortaBilling_RechargedAmount:50.00000
h323-ivr-in             = available-funds:60.00
h323-return-code       = 0
h323-currency           = USD
h323-preferred-lang     = en
```

## Music Download Service Requests

### Authorization Request

```
NAS-IP-Address         = '192.168.100.50'
User-Name               = '0101'
Password                = 'secret'
Called-Station-Id      = 'JAZZ'
h323-conf-id           = 'A5D3B74C D26411DC 98D5001D 090C82FA'
h323-ivr-out           = 'Service-Identifier:QUANTITY'
```

### Authorization Response (for credit account without credit limit)

```
h323-billing-model     = 0
h323-ivr-in            = Tariff:Music Account
h323-ivr-in            = PortaBilling_CompleteNumber:JAZZ
h323-ivr-in            = PortaBilling_Auth_CLD:JAZZ
h323-return-code       = 13
h323-currency          = USD
h323-preferred-lang    = en
```

### Authorization Response (for debit account)

```
h323-billing-model     = 1
h323-ivr-in            = Tariff:Music Account
h323-ivr-in            = DURATION:10
h323-ivr-in            = PortaBilling_CompleteNumber:JAZZ
h323-ivr-in            = PortaBilling_Auth_CLD:JAZZ
h323-return-code       = 0
h323-currency          = USD
h323-credit-time       = 10
h323-preferred-lang    = en
```

### Accounting Request

```
NAS-IP-Address         = '192.168.100.50'
User-Name               = '0101'
Called-Station-Id      = 'JAZZ'
Acct-Status-Type       = 'Stop'
h323-call-origin       = 'originate'
h323-call-type         = 'Telephony'
h323-setup-time        = '07:18:35.965 GMT Mon Feb 6 2008'
h323-connect-time      = '07:18:43.965 GMT Mon Feb 6 2008'
h323-disconnect-time   = '08:11:38.965 GMT Mon Feb 6 2008'
h323-disconnect-cause = '0'
h323-conf-id           = 'A5D3B74C D26411DC 98D5001D 090C82FA'
Acct-Session-Id        = 'da6b76'
Acct-Session-Time      = '3175'
h323-ivr-out           = 'Service-Identifier:QUANTITY'
h323-ivr-out           = 'Used-Service-Unit:1'
```

## Example of script for PortaBilling SOAP communication

```
#!/usr/bin/perl

use SOAP::Lite
# +trace=>'debug'
;
use Encode;
use strict;
use warnings;
use Data::Dumper;

binmode(STDOUT, 'utf8');

my $proxy_host = 'https://127.0.0.1'; # Porta-Billing Admin Server
my $proxy_port = '443';

my $login = 'pb-root';
my $password = 'pb-root';

my $uri_base = 'http://portaone.com/Porta/SOAP';
my $proxy     = "$proxy_host:$proxy_port/soap/";

my %uris = (
    'Session' => "$uri_base/Session",
    'Account' => "$uri_base/Account",
    'Customer' => "$uri_base/Customer",
);

sub fault_handler {
    my ($soap, $res) = @_;
    die "SOAP Fault: $!, " . (ref $res ? $res->faultstring
        : $soap->transport->status)
        ;
}

my $session_service = SOAP::Lite
    ->uri($uris{'Session'})
    ->proxy($proxy)
    ->on_fault(\&fault_handler)
    ;

my $customer_service = SOAP::Lite
    ->uri($uris{'Customer'})
    ->proxy($proxy)
    ->on_fault(\&fault_handler)
    ;

my $account_service = SOAP::Lite
    ->uri($uris{'Account'})
    ->proxy($proxy)
    ->on_fault(\&fault_handler)
    ;

# required to support dateTime type
$session_service->serializer()
    ->xmlschema('http://www.w3.org/2001/XMLSchema');
$customer_service->serializer()
    ->xmlschema('http://www.w3.org/2001/XMLSchema');
$account_service->serializer()
    ->xmlschema('http://www.w3.org/2001/XMLSchema');

my $LoginResponse = $session_service->login($login, $password);

my $session_id = $LoginResponse->result();

print "Logged in with session $session_id\n";
```

```
my $header = SOAP::Header->name('auth_info')
    ->value({ session_id => $session_id })
    ;

eval {
    my $GetCustomerInfoRequest = {
        i_customer => 1
    };

    my $GetCustomerInfoResponse
        = $customer_service->get_customer_info(
            $header, $GetCustomerInfoRequest
        )->result;

    if (! $GetCustomerInfoResponse->{'customer_info'}) {
        die "No customer found\n";
    }
    my $CustomerInfo = $GetCustomerInfoResponse->{'customer_info'};

    print "Customer Name: $CustomerInfo->{'name'}\n"
        . "E-Mail: $CustomerInfo->{'email'}\n"
        . "Balance: $CustomerInfo->{'balance'} "
        . $CustomerInfo->{'iso_4217'} . "\n"
        ;

    # listing accounts under this customer.
    my $has_more_accounts = 1;
    my $limit = 5;
    my $offset = 0;

ACCOUNT_LIST:
    while ($has_more_accounts) {
        my $GetAccountListRequest = {
            i_customer => 1,
            limit      => $limit,
            offset     => $offset
        };

        my $GetAccountListResponse
            = $account_service->get_account_list(
                $header, $GetAccountListRequest
            )->result;

        if (! $GetAccountListResponse->{'account_list'}) {
            last ACCOUNT_LIST;
        }

        my $account_list = $GetAccountListResponse->{'account_list'};

        if (@$account_list < $limit) {
            $has_more_accounts = 0;
        }

        for my $AccountInfo (@$account_list) {
            print " Account ID: $AccountInfo->{'id'}\n"
                . "   Balance: $AccountInfo->{'balance'}"
                . " $AccountInfo->{'iso_4217'}\n"
                ;
        }

        $offset += $limit;
    }
};

if ($?) {
    print "An error ocured: $@\n";
}

# logging out is required
$session_service->logout($session_id);

exit 0;
```

# Using Service Feature Methods to Change FollowMe Settings

```
#!/usr/bin/perl

use strict;
use warnings;
use SOAP::Lite;
use Carp;

# Configuration block

my $uri_base = 'http://portabox.local.com/Porta/SOAP';
my $proxy_host = 'portabox.local.com';
my $proxy_port = '443';

my $login     = 'pb-root';
my $password  = 'pb-root';

my $i_account = 636;

# End of configuration block

my %uris = (
    Session => "$uri_base/Session",
    Account => "$uri_base/Account",
);

my $proxy = "https://$proxy_host:$proxy_port/soap/";

my $FM_REJECT    = 0;
my $FM_RING      = 0x1;
my $FM_FORWARD   = 0x2;
my $FM_VOICEMAIL = 0x4;

my %fm_modes = (
    $FM_REJECT    => 'Reject all calls',
    $FM_RING      => 'Ring',
    $FM_FORWARD   => 'Forward',
    $FM_VOICEMAIL => 'Voicemail',
);

sub fm_decode {
    my ($value) = @_;

    my @response_set;

    for my $fm_mode (sort keys %fm_modes) {
        if ($fm_mode & $value) {
            push(@response_set, $fm_modes{$fm_mode});
        }
    }

    my $result = join(' ', @response_set);

    return $result;
}

sub fm_encode {
    my (@values) = @_;

    my $result = 0;

    for my $value (@values) {
        if (! exists $fm_modes{$value}) {
            croak "Unknown Follow Me Mode: $value";
        }

        $result |= $value;
    }
}
```

```
    }
    return $result;
}

sub fault_handler {
    my ($soap, $res) = @_;

    my $message = 'Unknown Error';

    if (ref ($res)) {
        $message = "Remote SOAP Fault: " . $res->faultstring();
    }
    else {
        $message = "Transport Fault: " . $soap->transport->status();
    }

    croak $message;
}

my $session_srv = SOAP::Lite
    ->uri($uris{Session})
    ->proxy($proxy)
    ->on_fault(\&fault_handler)
    ;

my $account_srv = SOAP::Lite
    ->uri($uris{Account})
    ->proxy($proxy)
    ->on_fault(\&fault_handler)
    ;

my $session_id = $session_srv->login($login, $password)->result();

print "Logged in ($login|$session_id)\n";

my $auth_info = SOAP::Header
    ->name('auth_info')
    ->value({ session_id => $session_id }
    );

my $GetAccountServiceFeaturesRequest = {
    i_account => $i_account,
};

# Current settings
my $GetAccountServiceFeaturesResponse
    = $account_srv->get_service_features(
        $auth_info,
        $GetAccountServiceFeaturesRequest,
    )->result();

my $service_features = $GetAccountServiceFeaturesResponse-
>{service_features};

my $sf_default_action;

SERVICE_FEATURE_ITEM:
for my $service_feature (@{$service_features}) {
    if ($service_feature->{name} eq 'default_action') {
        $sf_default_action = $service_feature;
        last SERVICE_FEATURE_ITEM;
    }
}

if (! $sf_default_action) {
    print "No Default Action set\n";
}
else {
    print "Default Action setting: ",
        fm_decode($sf_default_action->{flag_value}), "\n";
}
```



```

    }

    my $UpdateAccountServiceFeaturesRequest = {
        i_account => $i_account,
        service_features => [
            {
                name => 'default_action',
                flag_value => fm_encode($FM_RING, $FM_FORWARD),
            }
        ]
    };

    my $UpdateAccountServiceFeaturesResponse
        = $account_srv->update_service_features(
            $auth_info,
            $UpdateAccountServiceFeaturesRequest
        )->result();

    $GetAccountServiceFeaturesResponse
        = $account_srv->get_service_features(
            $auth_info,
            $GetAccountServiceFeaturesRequest,
        )->result();

    $service_features = $GetAccountServiceFeaturesResponse-
        >{service_features};

    SERVICE_FEATURE_ITEM_2:
    for my $service_feature (@{$service_features}) {
        if ($service_feature->{name} eq 'default_action') {
            print "Default Action settings: ",
                fm_decode($service_feature->{flag_value}),
                "\n"
            ;
            last SERVICE_FEATURE_ITEM_2;
        }
    }

    exit 0;

```

## Definition of “Time Period”

A time period is specified as a string in the following format:

***sub-period[, sub-period...]***

A sub-period takes the following form:

***scale {range [range ...]} [scale {range [range ...]}]***

The scale must be one of nine different options (or their equivalent codes):

Scale	Scale Code	Valid Range Values
year	yr	n – where n is an integer 0<=n<=99 or n>=1970
month	mo	1-12 or jan, feb, mar, apr, may, jun, jul, aug, sep, oct, nov, dec
week	wk	1-6
yday	yd	1-365
mday	md	1-31
wday	wd	1-7 or su, mo, tu, we, th, fr, sa

hour	hr	0-23 or 12am 1am-11am 12noon 12pm 1pm-11pm
minute	min	0-59
second	sec	0-59

The same scale type may be specified multiple times. Additional scales simply extend the range defined by previous scales of the same type.

The range of a given scale must be a valid value in the form

**v**

or

**v-v**

In the range specification **v-v**, if the second value is larger than the first, the range wraps around unless the scale specification is “year”. Year does not wrap because a year is never really reset, rather it just changes by increments. Ignoring that fact that led to the dreaded Y2K nightmare, when a year rolls over from 99 to 00, it has really rolled over one century, not gone back a century. Time period supports the ambiguous two digit year notation because it is so widespread. However, two-digit notation is converted to four digits by prepending the first two digits of the current year. In the case of 99-1972, the 99 is translated to whatever the current century is (probably the 20th), and so the range 99-1972 is treated as 1972-1999. For the 21st century, the range would then be 1972-2099.

In any case, if **v-v** is 9-2, and the scale is month, September, October, November, December, January, and February are the months specified by the range (9-2 is the same as Sep-Feb). If **v-v** is 2-9, then the valid months are February, March, April, May, Jun, July, August, and September.

**v** is not a point in time. For the hour scale, 9 specifies the time period from 9:00:00 am to 9:59:59 am. This is what most people would call 9-10. In other words, **v** is discrete in its time scale. 9 changes to 10 when 9:59:59 changes to 10:00:00, but 9 is the period from 9:00:00 to 9:59:59. Just before 9:00:00, **v** was 8.

Note that there can be a white space anywhere, and case is unimportant. Note also that scales must be specified either in long form (year, month, week, etc.) or in code form (yr, mo, wk, etc.). Scale forms in a period statement may be mixed.

Furthermore, when using letters to specify ranges, only the first two (for weekdays) or the first three (for months) are significant. January is a valid specification for Jan, and Sunday is a valid specification for su. Sun is also valid for su.

**PERIOD EXAMPLES:**

To specify a time period from Monday through Friday, 9am to 5pm, use the following period:

**wd {Mon-Fri} hr {9am-4pm}**

When specifying a range using “-”, it is best to think of “-” as meaning “through”, i.e. 9am through 4pm, which is the time interval ending just before 5pm . To specify a time period from 9am to 5pm on

Monday, Wednesday, and Friday and from 9am to 3pm on Tuesday and Thursday, use the following period:

**wd {Mon Wed Fri} hr {9am-4pm}, wd{Tue Thu} hr {9am-2pm}**

To specify a time period that extends from Monday to Friday, 9am to 5pm, but alternates the weeks in a month, use the following period:

**wk {1 3 5} wd {Mon Wed Fri} hr {9am-4pm}**

For a period that specifies the winter:

**mo {Nov-Feb}**

The next example is equivalent to the previous one:

**mo {Jan-Feb Nov-Dec}**

as is:

**mo {jan feb nov dec}**

or also:

**mo {Jan Feb}, mo {Nov Dec}**

and this, too:

**mo {Jan Feb} mo {Nov Dec}**

To specify a period of every other half-hour, use something like this:

**minute {0-29}**

To specify the morning, use this:

**hour {12am-11am}**

Remember that 11am is not 11:00:00am, but rather 11:00:00am - 11:59:59am.

5-second blocks could be a “fun” period to specify:

**sec {0-4 10-14 20-24 30-34 40-44 50-54}**

To specify every first half-hour on alternating weekdays, and the second half-hour during the rest of the week, use the following period:

**wd {1 3 5 7} min {0-29}, wd {2 4 6} min {30-59}**

## Sample Script for PortaUM SOAP Communication

```
#!/perl -w
use strict;
#use SOAP::Lite +trace => 'debug';
use SOAP::Lite;
use MIME::Entity;
use Data::Dumper;

##### prepare
#####
my $soap_sess = SOAP::Lite
-> uri('https://localhost/UM/SOAP/Session')
-> proxy('https://pum-host:8443/soap.fcgi')
-> on_fault( sub {
    my($soap, $res) = @_;
    print ("SOAP error:". (ref $res ? $res->faultstring : $soap->transport->status . "/" . $res));
});

my $soap_test = SOAP::Lite
-> uri('https://localhost/UM/SOAP/Voicemail')
-> proxy('https://pum-host:8443/soap.fcgi')
```

```

-> on_fault( sub {
  my($soap, $res) = @_;
  print ("SOAP error:". (ref $res ? $res->faultstring : $soap->transport->status . "/" . $res));
});

my $soap_queue = SOAP::Lite
-> uri('https://localhost/UM/SOAP/Queues')
-> proxy('https://pum-host:8443/soap.fcgi')
-> on_fault( sub {
  my($soap, $res) = @_;
  print ("SOAP error:". (ref $res ? $res->faultstring : $soap->transport->status . "/" . $res));
});

my $soap_dial_dir = SOAP::Lite
-> uri('https://localhost/UM/SOAP/DialDirectory')
-> proxy('https://pum-host:8443/soap.fcgi')
-> on_fault( sub {
  my($soap, $res) = @_;
  print ("SOAP error:". (ref $res ? $res->faultstring : $soap->transport->status . "/" . $res));
});

my $soap_aa = SOAP::Lite
-> uri('https://localhost/UM/SOAP/AutoAttendant')
-> proxy('https://pum-host:8443/soap.fcgi')
-> on_fault( sub {
  my($soap, $res) = @_;
  print ("SOAP error:". (ref $res ? $res->faultstring : $soap->transport->status . "/" . $res));
});

my $authInfo = $soap_sess->login({
  'login' => '88881',
  'domain' => 'pum.somedomain.com',
  'password' => 'test123'})->result();
$authInfo = SOAP::Header->name( 'auth_info' => {
  'session_id' => $authInfo->{'session_id'}
});
my $authInfo_nosess = SOAP::Header->name( 'auth_info' => {
  'login' => '88881',
  'domain' => 'pum.somedomain.com',
  'password' => 'test123'
});

#####
#####
my $res;
#example of accessing SOAP module without establishing session
$res = $soap_test->get_vm_settings($authInfo_nosess)->result();
print Dumper($res);
$res = $soap_test->set_vm_settings($authInfo,
  {'vm_settings' =>
  {
    'password' => '777',
    'ext_email' => 'sergey.pavlov@gmail.com',
    'auto_play' => 'no',
    'announce_dt' => 'no'
  } })->result();
print "set_vm_settings done\n";
my $sent = MIME::Entity->build(
  'Filename' => 'wellcome.au',
  'Type' => 'audio/basic',
  'Encoding' => 'base64',
  'Path' => '/home/porta-um/apache/prompts/en/personal_ivr/frw_select_order.au',
);

my @parts = ($sent);
$res = $soap_test->parts(@parts)->set_vm_greeting($authInfo,
  {'greeting_info' =>
  {
    'greeting_type' => 'name',
    'filename' => 'wellcome.au'
  } })->result();
print "set_vm_greeting done\n";

```

```

$res = $soap_test->get_vm_greeting($authInfo,
    {
        'greeting_type' => 'name',
    })->result();
print "get_vm_greeting done\n";
##### Call Queues #####
$res = $soap_queue->get_queue_list($authInfo)->result();
print "get_queues done\n";
print Dumper($res);

$res = $soap_queue->parts(@parts)->create_queue($authInfo,
    { 'queue_info' => {
        'name'      => 'aaabbbccc',
        'destination' => '191919',
        'capacity'  => '10',
        'average_duration'=> '15',
        'moh'       => 'wellcome.au'
    }}->result();
print "create_queue done\n";
print Dumper($res);
my $i_q = $res->{'i_queue'};

$res = $soap_queue->get_queue_list($authInfo)->result();
print "get_queues done\n";
print Dumper($res);
$res = $soap_queue->parts(@parts)->update_queue($authInfo,
    { 'queue_info' => {
        'i_queue'  => $i_q,
        'name'     => 'ccdddeee',
        'destination' => '7777777',
        'capacity'  => '10',
        'average_duration'=> '15',
        'moh'       => 'wellcome.au'
    }}->result();
print "update_queue done\n";
$res = $soap_queue->del_queue($authInfo,
    {
        'i_queue'=> $i_q,
    })->result();
print "del_queue done\n";
print Dumper($res);
##### Dial Directory #####
$res = $soap_dial_dir->get_dir_info($authInfo)->result();
print "get_directory_list done\n";
print Dumper($res);

$res = $soap_dial_dir->parts(@parts)->create_dir_entry($authInfo,
    {
        'dir_entry_info' => {
            'active'      => 'Y',
            'abbreviated_number'=> '1787896',
            'number_to_dial' => '111111',
            'lastname'    => 'LName',
            'description'  => 'desc foo',
            'prompt'     => 'wellcome.au'
        }
    })->result();
print "create_dir_entry done\n";
print Dumper($res);
my $i_entry = $res->{'i_entry'};
$res = $soap_dial_dir->parts(@parts)->update_dir_entry($authInfo,
    {
        'dir_entry_info' => {
            'i_entry'    => $i_entry,
            'active'     => 'Y',
            'abbreviated_number'=> '99',
            'number_to_dial' => '565656',
            'lastname'   => 'LastName',
            'description' => 'desc333',
            'prompt'    => 'wellcome.au'
        }
    })->result();

```

```
    } )->result();
print "update_dir_entry done\n";
$res = $soap_dial_dir->get_dir_entry($authInfo, {'i_entry' => $i_entry} )->result();
print "get_dir_entry done\n";
print Dumper($res);

$res = $soap_dial_dir->del_dir_entry($authInfo,
    {'i_entry' => $res->{'dir_entry_info'}->{'i_entry'}} )->result();
print "del_dir_entry done\n";
print Dumper($res);

##### Auto Attendant #####

$res = $soap_aa->get_menu_list($authInfo)->result();
if (!$res) {
    print "get_menu_list failed\n";
}
print "get_menu_list done\n";
print Dumper($res);
my $root_i_menu;
foreach my $menu (@{$res->{'menu_list'}}) {
    if ($menu->{'name'} eq 'ROOT') {
        $root_i_menu = $menu->{'i_menu'};
        last;
    }
}

$res = $soap_aa->parts(@parts)->set_menu_prompt($authInfo,
    {
        'i_menu'    => $root_i_menu,
        'prompt_type' => 'intro',
        'prompt'    => 'wellcome.au'
    })->result();
print "set_menu_prompt done\n";
print Dumper($res);

$res = $soap_aa->set_menu_transition($authInfo,
    {
        'transition_info' => {
            'i_menu'    => $root_i_menu,
            'event'     => '0',
            'action'    => 'Transfer',
            'destination' => '5555',
        }
    })->result();
print "set_menu_transition done\n";
print Dumper($res);

$res = $soap_aa->get_menu_transition_list($authInfo,
    {
        'i_menu'    => $root_i_menu,
    })->result();
print "get_menu_transition_list done\n";
print Dumper($res);

$res = $soap_aa->get_menu_prompt($authInfo,
    {
        'i_menu'    => $root_i_menu,
        'prompt_type' => 'intro',
    })->result();
print "get_menu_prompt done\n";
print Dumper($res);

$res = $soap_aa->create_menu($authInfo,
    { 'menu_info' => {
        'name'      => 'AABBBCCC',
        'period'   => 'hr{0-11}',
        'period_desc' => 'Some period',
        'msg_timeout_type' => 'standard'
    }
    })->result();
print "create_menu done\n";
```

```
print Dumper($res);
my $new_i_menu=$res->{'i_menu'};

$res = $soap_aa->update_menu($authInfo,
  { 'menu_info' => {
    'i_menu'    => $new_i_menu,
    'name'     => 'DDDEEFF',
    'period'   => 'hr{0-2}',
    'period_desc' => 'New period',
  }
  }->result();
print "update_menu done\n";
print Dumper($res);

$res = $soap_aa->get_menu_list($authInfo)->result();
print "get_menu_list done\n";
print Dumper($res);

$res = $soap_aa->del_menu($authInfo,
  { 'i_menu' => $new_i_menu }->result();
print "del_menu done\n";
print Dumper($res);

$res = $soap_sess->logout($authInfo)->result();
print "logout done\n";
print Dumper($res);
```