

TCAP v5

Release Notes

Date: January 2026

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Introducing TCAP v5: Multi Platform UC Management

Formerly Teams Calling Automation Platform, 2025 signalled TCAP's 5th birthday and its rebranding as the **TelCo Automation Platform**, extending Automation First principles beyond Microsoft Teams and into other UCaaS markets, remaining the cornerstone of the ACP Automate pillar.

Version 5 lays the foundations for a new means of defining, implementing and supporting multivendor strategies.

In addition to the new functionality this supports, v5 also introduces cleaner, modern controls and UX, allowing us to further scale the solution for all use cases, now an in the near future.

TCAP Platforms allows for multiple instances of both numbers and users to be managed independently. For example, uploading a single telephone number allows for multiple Platform Numbers of that number to exist. One per enabled Platform available to the company shall be created. These numbers can be managed separately to allow for scenarios such as:

- Sequential routing of calls to multiple platforms
- Simultaneous routing of calls to multiple platforms
- Automated failover for routing of calls to multiple platforms
- Multiple Outbound client choices

In addition to Platform Numbers, Platform Users also exist for Platforms supporting User Management, such as Microsoft Teams, Zoom and Cisco Webex. This allows for a single number to be assigned to multiple user instances for either the same, or different users, across different platforms.

By combining Platform Numbers, Platform Users and advanced routing configurations, TCAP v5 allows for the highest level of flexibility and customisation of UCaaS services available to customers today, in addition to negating risks and concerns associated with traditional service migrations.

New Platforms

In addition to enhancements specific to Microsoft Teams calling services, TCAP v5 now supports multiple UCaaS vendors, platforms and services.

A single number - or more accurately, its constituent Platform Numbers – may be assigned across multiple platforms simultaneously, but only one service per platform.

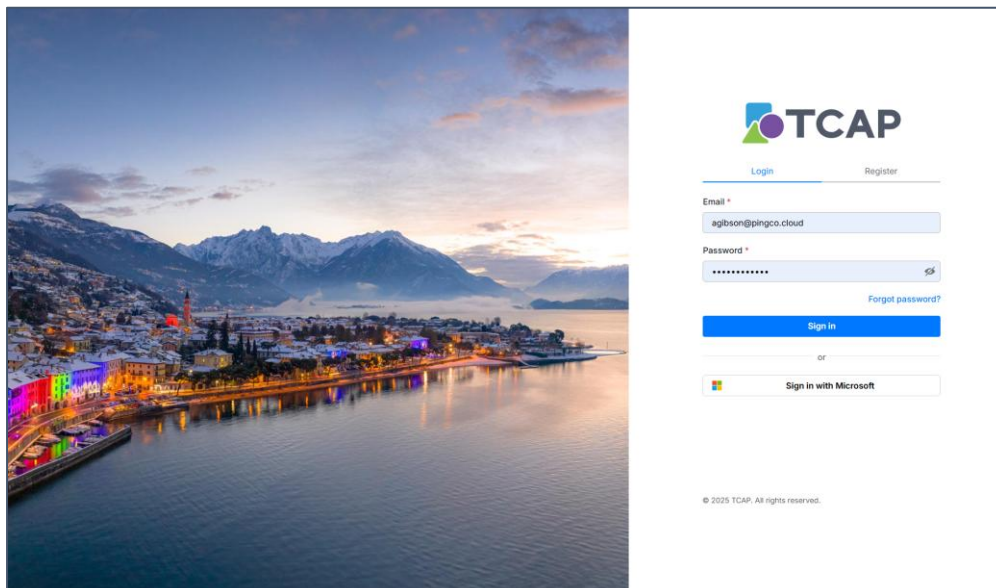
The supported Platform and Service list may be found below

Vendor	Platform	Service
Microsoft	Microsoft Teams	Direct Routing
	Microsoft Teams	Operator Connect
	Microsoft Teams	Teams Phone Mobile
	GCC High	GCC High Direct Routing
	Azure Communication Services	ACS Direct Routing
Zoom	Zoom	Zoom Phone
		Zoom Contact Center (coming soon)
Cisco Webex	Webex Calling	WebEx Calling - Local Gateway
		WebEx Calling – CCP (coming soon)
Operator	Operator Platform	Custom
PingCo	SBCaaS	SBCaaS

Login Screen

The TCAP login screen remains customizable at the Partner level, supporting the following customization

- Branded URL
- Background image/color
- Logo



Fields may be pre-populated via querystring parameters. For example, `https://{partnerurl}/ui/register?approvalcode=123` enables pre-population of the Approval Code field under Registration.

Password rules remain as previously:

- At least 8 characters
- 1 lowercase
- 1 uppercase
- 1 number
- 1 special character
- No < or > characters

Single Sign On via Microsoft Enter ID remains supported for authentication AFTER sign up and approval. Activation and configuration required per company.

The screenshot shows the TCAP registration interface. At the top, there's a logo with a green triangle and a purple circle next to the text 'TCAP'. Below the logo are links for 'Login' and 'Register'. The 'Register' link is highlighted. The form fields are: 'Company Name' (with a red asterisk), 'First Name' (with a red asterisk), 'Last Name' (with a red asterisk), 'Email' (with a red asterisk), 'Phone Number', 'Password' (with a red asterisk), and 'Confirm Password' (with a red asterisk). Each field has a placeholder text. Below the password fields is a checkbox with the text: 'By checking this box you have read and agree to the [Terms and Conditions](#) and [Privacy Policy](#) and you are authorized to accept these on behalf of your company.' At the bottom is a blue button labeled 'Create Account'.

Services Dashboard

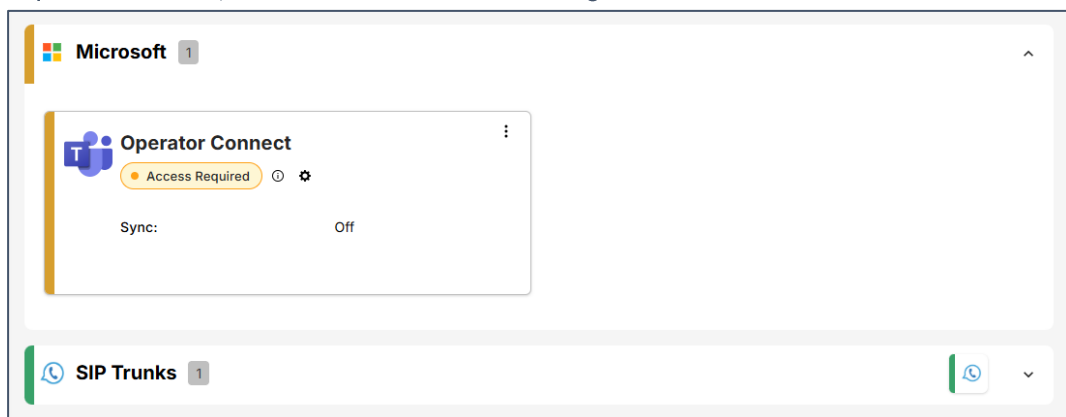
The Service Dashboard has been updated to support optimal display of Multiple Platforms per company.

Multi Platform Grouping

- View and manage platforms independently

Collapsible Containers

- Expand for detail, and individual service management



Designed for Awareness

- Services requiring attention expanded by default
- Micro logos in collapsed state

Simplified Language

- App Auth replaced with Synchronization

New Tables

New Design

- Modern design and layout
- In table controls. Right click to customize

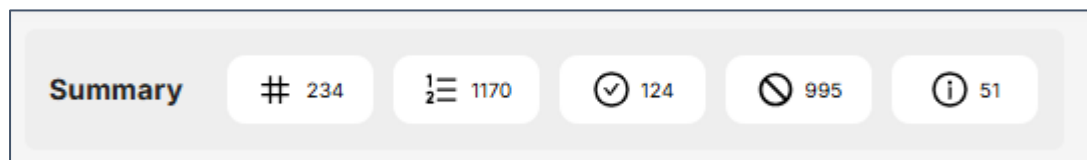
Nested Entities

- Easily manage multi vendor instances

Search & Filter

- Search on column or table content
- Multi condition searching (coming soon)

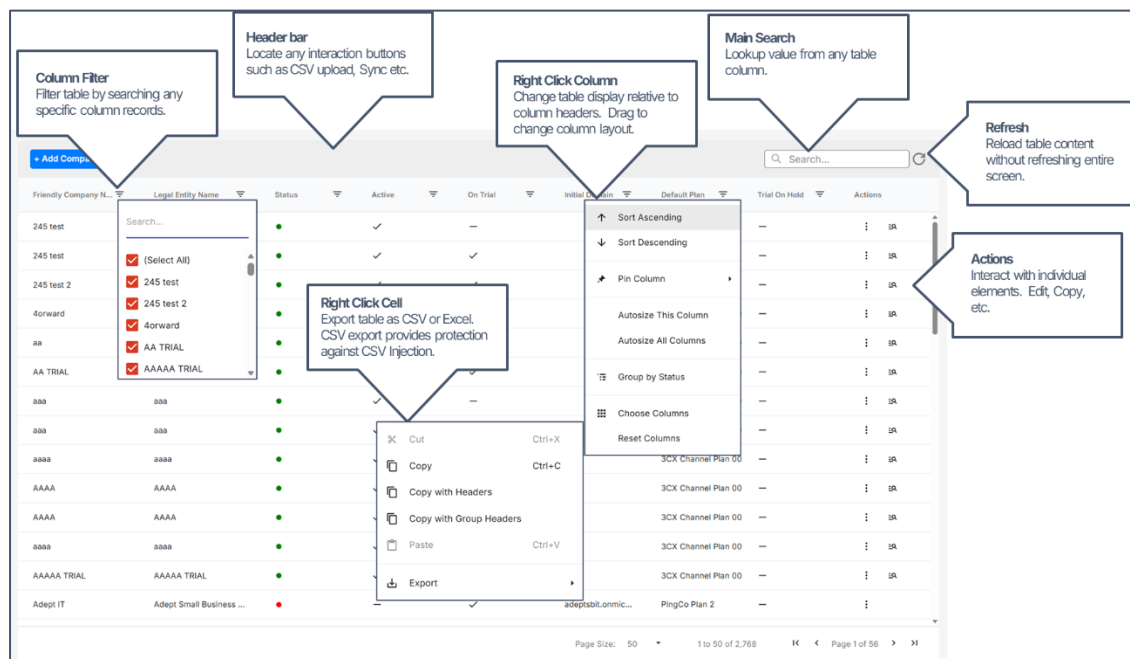
Enhanced Summary Content



- Numbers
- Platform Numbers
- Active/Disabled/Other
-

Friendly Aggregated Status

- Show worst case status at top level



New Forms

New Design

- Containerized and simplified.

Standardized

- All forms, built to common UI structure throughout.

Enhanced Navigation

- Increased pagination implementation
- Easily navigate via bread crumbs in sub sections

Simplified

- Large forms reduced/collapsed
- e.g. Companies, Plans & Addresses

Validation

- Enhanced validation and error reporting

Updated Fonts

To modernize and standardize, all TCAP fonts have been updated. This applies to

- Main Menu
- Forms
- Tables
- Information screens
- Modals

The screenshot shows a web application interface for editing a company's TCAP Launch Environment. The breadcrumb trail at the top reads 'Companies / Edit Company'. The main heading is 'Edit TCAP Launch Environment'. Below this, there are four tabs: 'General' (selected), 'Billing & Invoice', 'Custom Fields', and 'Admin'. The 'General' tab contains an 'Active' toggle switch, which is currently turned on. Below the toggle is a section titled 'Company Details' with a collapse/expand arrow. This section includes four input fields: 'Friendly Company Name' (containing 'TCAP Launch Environment'), 'Legal Entity Name' (containing 'TCAP Launch Environment'), 'Initial Domain' (with a placeholder 'Enter initial domain'), and 'Default Address' (a dropdown menu showing '-Company Default-'). Below these is a 'Company Registration Number' input field. At the bottom of the 'Company Details' section are two more collapsed sections: 'TCAP Settings' and 'Contact Information'. At the very bottom of the form are two buttons: 'Save' and 'Back'.

Main Menu Updates

Telephony Removed

- Content split between Resources and Dashboards

New Resources Section

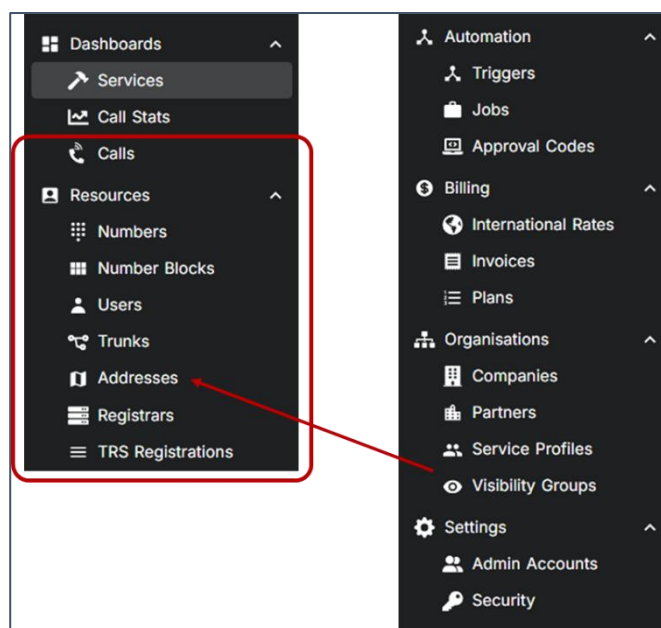
- Replaces Accounts
- Contains manageable elements from legacy Telephony

Calls Moved to Dashboards

- Expand for detail, and individual service management

Organisations

- Addresses moved to Resources

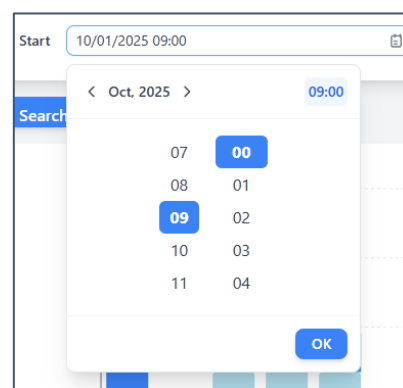


Dashboards

In addition to the updated Service Dashboard, both the Call Stats and Calls reports reside under Dashboards

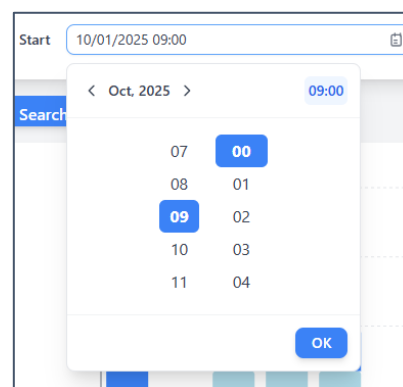
Call Stats Report

- Updated inputs
- Time added to search criteria for greater granularity
- Bug fix for time zone conversion
- Updated graph display



Calls

- Updated inputs
- Time added to search criteria for greater granularity
- Bug fix for timezone conversion
- New table display



Resources

Numbers

Nested Tables

- If multiple platforms are available to company, then default view is all platforms, nested under the parent number. Expand to view. If only one platform available, view defaults to single platform

Status

- Each platform has its own status, aggregating up to the number status to show worst state

Icons

- Number country flags and platform icons

Filter

- If multiple platforms exist on company, filter to specific platform number records via the platform icons in table header bar

Header Controls

Numbers

[CSV Update](#)
[+ Add Numbers](#)

Number	Status	Caller ID
+61240917910	Processing	+61240917910
+442380193764	OK	+442380193764
+180000000000	Processing	+180000000000

Platform Numbers

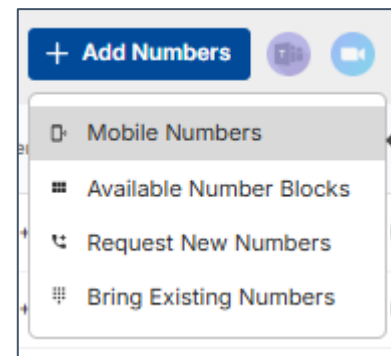
[CSV Update](#)
[+ Add Numbers](#)

Platform	Status	Trunk	User	Overstamp	Last Updated
+61240917910 Processing	Active	test		+61240917910	24/06/2025 11:16
+61240917910 Processing	Processing	Zoom PEX		+61240917910	07/07/2025 16:46
+61240917910 Disabled	Disabled			+61240917910	05/11/2025 10:27

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Add Numbers

- Consolidation of all number order methods, including Operator Number activation (primarily used for Teams Phone Mobile)



Platform Management

- Number Config
 - o Address, Outbound Caller ID, TRS Registration (if enabled for Wholesaler), custom attributes.
- Platform Number Config
 - o Enable/Disable calling per platform. Advanced platform requirements such as Operator Connect Usage Type
- Priority & Grouping
 - o Drag and drop to re-order platform number priorities and/or group. Results depend on activation of Failover and/or Branch Routing at Wholesaler level
- Add On Services
 - o Extended attributes generated for specific Service Hub application. Use cases are varied depending on the service definition, however this could be used for instances such as defining a non TCAP number type

UK +442380193764

Number OK

Address: --Company Default--

Outbound Caller ID: +442380193764

TRS Registration: - Not Allocated -

Attributes

Assign Platforms & Set Priority

This number can be assigned to the platforms below. The order determines the primary inbound route, with the first in the list having the highest priority.

To configure:

- **Enable or Disable:** Use the status toggle for each platform.
- **Re-order Priority:** Use the drag handle to reorder platforms by dragging them up or down.

Microsoft Teams Disabled

Trunk: MS Direct Routing

Overstamp Number: + 442380193764

Zoom Disabled

SBCaaS Disabled

Add On Services

Analytics 365 CX

No additional information required for this service.

Save **Cancel**

Failover Routing

Failover Routing ensures your calls always reach their destination. If the primary platform fails or is unavailable, calls automatically route to the next platform in your priority list. This is particularly advantageous to customers looking to increase High Availability, ensuring their inbound and outbound calling services are always on and customers in scope of migrating between services, allowing for that extra peace of mind during and following the initial migration period.

Please note, this feature must be **activated at the Wholesaler level** and configured at the number level. **Customer may define failover order per number.**

Assign Platforms & Set Priority

- **Enable or Disable:** Manage each Platform Number below
- **Re-order Priority:** Drag and drop to change the order of inbound call and failover routes. The first active platform shall act as primary, failing down the list in event of any call routing issues.

Failover Routing
 Learn more about automatic backup routing

Branch Routing Groups
 Learn more about calling multiple platforms at once

1	Microsoft Teams	Andy Gibson	Active	
2	Zoom	Andy Gibson	Active	
3	SBaaS		Active	
4	Azure Communication Services		Disabled	
5	8x8		Processing	
6	Operator Platform		Processing	
7	GCC High		Disabled	
8	Cisco WebEx		Active	

Branch Routing Groups

While TCAP inherently allows for outbound routing from multiple platforms, Branch Routing Groups allow you to receive calls on multiple platforms at the same time, ensuring the fastest response time and maximum availability for incoming calls. This is particularly advantageous for customers migrating between services/locations, looking for that extra peace of mind and customers evaluating new UCaaS platforms.

Similar to Failover Routing, this feature must be activated at the Wholesaler level and configured at the number level. Customer may define groups per number and combine with failover routing logic

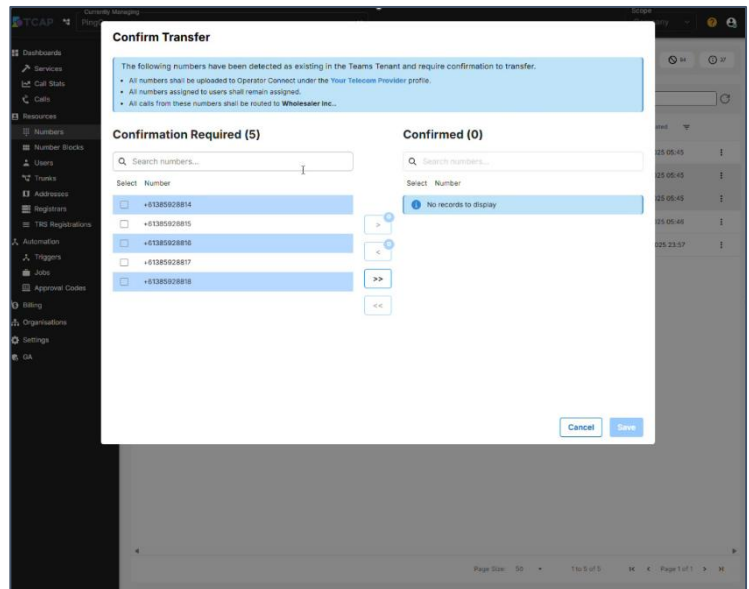
Once configured, TRE provides the intelligence and security to ensure the call is routed successfully.

Confirm Transfer

As part of the new Number Engine changes for Operator Connect, a new number status has been introduced. This allows for all number uploads to be validated to ensure success and reduce impact of premature or untimely uploads.

In the event number validation returns a scenario such as:

1. Number already exists in the tenant as Direct Routing
2. Number already exists in the tenant as Operator Connect
3. Number already exists in the tenant as a Microsoft Calling plan

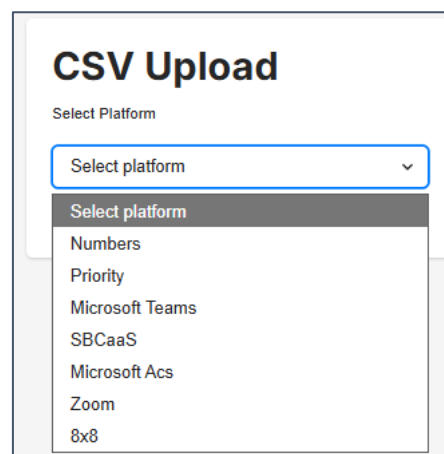


Then further action shall be required to execute the upload. Any numbers which pass validation without any of the above scenarios are uploaded to the tenant immediately.

- Automatic Processing
 - o If a number can be uploaded as net new, it shall be
- Safety Measures
 - o However, if TCAP detects that a number already exists on the tenant and the upload may result in a change, (DR to OC or new Operator for example) then confirmation shall be required
- Confirm Dialog
 - o With any Teams number requiring this secondary confirmation, the CONFIRM button shall appear on the UI
 - o Click, and select numbers to migrate
- Restore Assignment
 - o If any transferred number is already assigned to a user in the tenant, this assignment is maintained
- Non Reversible
 - o A transferred number cannot be reversed automatically.
 - o Any action requiring rollback may require manual intervention on the tenant to remove numbers from users etc

CSV Uploads

- Expansion to support platforms
 - o Previously, there were 1 CSV template for Users and another for Numbers
 - o This is now extended to support wider requirements
- Numbers
 - o 1 file per platform
 - o Plus, top level Number and Priority templates
- Future Platforms
 - o As new platforms are onboarded to the system, these shall follow the same trend of providing their own CSV template and guidelines.



CSV Upload

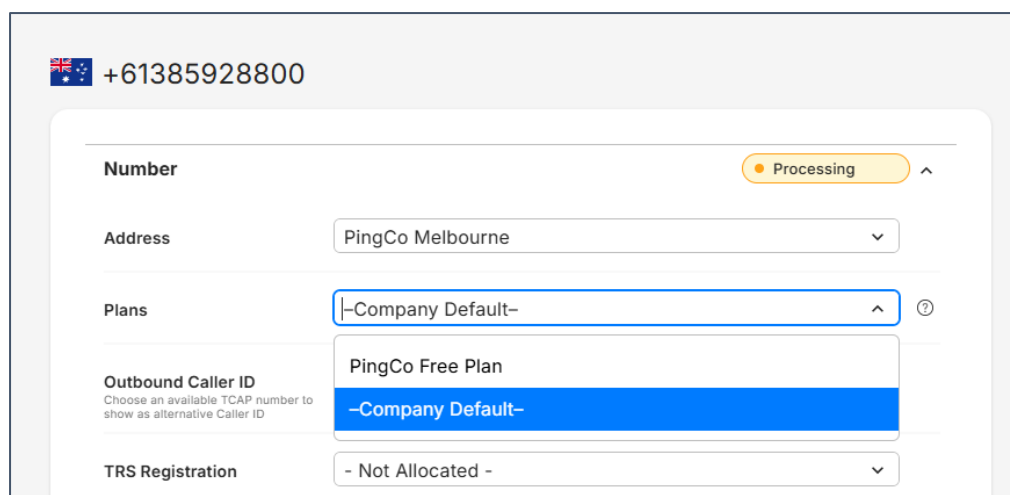
Select Platform

Select platform

- Select platform
- Numbers
- Priority
- Microsoft Teams
- SBCaaS
- Microsoft Acs
- Zoom
- 8x8

Per Number Billing

When enabled, Per Number Plans are assigned to any number via the Number Edit drawer, within the top Number section.



 +61385928800

Number Processing

Address PingCo Melbourne

Plans -Company Default-

Outbound Caller ID PingCo Free Plan
Choose an available TCAP number to show as alternative Caller ID

TRS Registration - Not Allocated -

See Per Number Billing under **Organisations > Companies** for more detail.

Please note, during the v5 upgrade process, user plans will automatically migrate to number level. No manual effort shall be required to effect this change for customers utilizing this feature.

Number Blocks

Number Block management remains consistent. Cosmetic updates apply to

- Tables
- Forms

Add Number Block

[Number Block Details](#)
[Custom Attributes](#)

Wholesaler *
Select the wholesaler for this number block.

Wholesaler
 PingCo

Partner
Select the partner for this number block.

Partner
 - Not Allocated -

Inbound Carrier *
Select the inbound carrier for this number block.

Inbound Carrier
 - Not Allocated -

Outbound Carrier *
Select the outbound carrier for this number block.

Outbound Carrier
 - Not Allocated -

Public Pool
Mark this number block as available in the public pool.

☐

Number Block Porting Type
Select the porting type for this number block.

Number Block Porting Type
 None

Global Entity
Mark this number block as a global entity.

☐

Notes
Add any relevant notes regarding this number block.

Relevant notes regarding adding number blocks

Number Block Table

To quickly add multiple numbers of the same block size, copy and paste a line separated list of numbers into the **First Number** field below

Block Size	First Number	Last Number	Actions
1	Please enter number in E164 format.		+

Users

Nested Tables

- If multiple platforms are available to company, then default view is all platforms, nested under the parent. Expand to view. If only one platform available, view defaults to single platform

Status

- Each platform has its own status, aggregating up to the user status to show worst state

Icons

- User Location country flags and platform icons

Filter

- If multiple platforms exist on company, filter to specific platform user records via the platform icons in table header bar

Header Controls

TCAP Users

Display Name	Username	Status	Type	Licensed
AV Adele Vance	AdeleV@M365x65998384.OnMicro...	Error	User	Yes
AW Alex Wilber	AlexW@M365x65998384.OnMicro...	Healthy	User	Yes
AD Allan Deyoung	AllanD@M365x65998384.OnMicro...	Healthy	User	Yes

Platform Users

Platform	Display Name	Status	Username	Number	Usage Location	Managed By
Microsoft Teams	AV Adele Vance	Error	AdeleV@M365x659983...	Not Allocated	Japan	TCAP
Zoom	AT Albert Tran	Healthy	atran+zoomlab@pingco...	Not Licensed		TCAP
	AW Alex Wilber	Healthy	AlexW@M365x65998384.OnMicro...			
	AD Allan Deyoung	Healthy	AllanD@M365x65998384.OnMicro...			

Edit User Drawer

Platform User Config

Enable/Disable calling per platform.
Advanced platform requirements such as
Direct Routing Dial Plans and Voice Routing
Policies

Grouping (coming soon)

Intelligent grouping of multiple platform
users under single primary TCAP User
instance, based on common platform
identifiers.

Add On Services

Extended attributes generated for specific
Service Hub application. Use cases are
varied depending on the service definition,
however this could be used for instances
such as defining a service specific user role

AV Adele Vance

Microsoft Teams

Managed By TCAP ☒ Usage Location ●

Number - Not Allocated -

Only numbers in a supported status are available to assign. Please check your number in Telephony -> Numbers.

Attributes ⌵

Zoom

Managed By TCAP ☒

Number - Not Allocated -

Only numbers in a supported status are available to assign. Please check your number in Telephony -> Numbers.

Attributes ⌵

Add On Services

Analytics 365 CX ●

No additional information required for this service.

Save **Cancel**

CSV Uploads

- Expansion to support platforms

- Previously, there were 1 CSV template for Users and another for Numbers
- This is now extended to support wider requirements
- Users
 - 1 file per platform requiring user management.
- Future Platforms
 - As new platforms are onboarded to the system, these shall follow the same trend of providing their own CSV template and guidelines.

CSV Upload - Users

Select Platform

Select platform

Microsoft Teams Users

Microsoft Resource Account

8x8

Zoom

Trunks

- Cosmetic changes only to support new Forms and tables.

Trunk Name	Trunk Type	Channels	SIP Header	Status	Editable
8x8	8x8	0	pingc8765-8x8aify6.8x8.core.tca...	OK	—
MS Direct Routing	MS Direct Routing	0	pingc8765-dr.core.tcap.cloud	OK	—
MS Direct Routing GCCH	MS Direct Routing	0	pingc8765-hdr3jw11.gcch.core.tc...	OK	—
MS Operator Connect	MS Operator Connect	0	pingc8765-ocohur7t.oc.core.tca...	OK	—
Webex NOAM	Webex	0	wgqsfv4.wbx.core.tcap.cloud	Pending Appr...	—
Zoom	Zoom Provider Exchange	0	pingc8765-zpxom426.zpx.core.t...	OK	—
Carrier - External - mtpyr1018	Carrier - External	1	mtpyr1018.external.tcap.cloud	OK	—

- SIP Trunks Form remains on original design as shall be reviewed with new SBCaaS solution in 2026

Edit Trunk -> f9yyhjqz.sip.tcap.cloud -> Status: OK

General Endpoints Admin

Trunk Type: SIP Trunk

Trunk Name: SIP Trunk - f9yyhjqz

Channels: 2

Redundancy Level: 1

Total Trunk Capacity: 2
n-1 Capacity: 0

Session Border Controllers

#	SBC FQDN	Public IP	Status	Last Message
0	f9yyhjqz.mel.edge.tcap.cloud	103.225.158.141	Okay	

Audio Codecs

Codec
G.711 A-Law
G.711 u-Law

Back Update

Addresses & Platform Addresses

- Cosmetic updates to tables

Addresses		
CSV Update	Add Address	Search...
Description	Address	
> PingCo Melbourne	Suite 317, Level 3, 1 Thomas Holmes Street, Maribyrnong, Victoria 3032	:
210 Interstate N Pkwy, Atlanta, GA 30339, USA	210 Interstate North Parkway, Atlanta, Georgia 30339	:
PingCo Melbourne 2	1 Thomas Holmes Street, Maribyrnong, Victoria 3032	:
PingCo Gold Coast	2717 Gold Coast Highway, Broadbeach, Queensland 4218	:
120 A'Beckett St, Melbourne VIC 3000, Australia	120 A'Beckett Street, Melbourne, Victoria 3000	:
Shrewton, Salisbury SP3 4DD, UK	1, Shrewton, England SP3 4DD	:
Monte Testaccio, 00153 Rome, Metropolitan City of Rome Capital, Italy	53, Rome, Lazio 00153	:

- Updated Address form to simplify creation and management

Address / Add Address

Create Address

Search address

Address search will populate each field below, please ensure you check each field before submitting.

Company Name

PingCo

Description

Country

Select Country

Building

>

Street

>

- Platform Addresses

- If a Platform requiring location management, i.e. WebEx Calling, is added to a company, then corresponding Platform Address creation resides under TCAP Address Management.
-
- Enable the Platform Address to create the corresponding Platform Address

Create Platform Addresses (Optional)

Link this address to platforms for integrated management. Once created, the address fields will become read-only.

☐ WebEx Local Gateway

- Platform Addressees are nested under the TCAP Address in the main Addresses table, with status reflecting its synchronisation status with the corresponding Platform.

Description	Address	Platform	Location ID	Status
PingCo Melbourne	Suite 310, Level 3, 1 Thomas Holmes Street, Maribyrnong, Victoria 3032	WebEx Local Gateway	c7d07a54-9203-4cea-ebd5-08da37e14c82	Pending U...

- Please note, once a Platform Address has been created, the parent TCAP Address can no longer be edited.

Address / Edit Address

Edit Address

Cannot Edit Address

This address is synced with one or more external platforms and its details cannot be changed.

Company Name

Description ⓘ

Country ▼

Building >

Street >

Platform Addresses

This address is already linked to the checked platform(s). You can link to additional platforms.

☒ WebEx Local Gateway (Already linked)

TCAP Registration Service (TRS)

The rise of UCaaS platforms such as Microsoft Teams, Webex Calling and Zoom phone continues to increase in popularity and adoption, driven by simplicity and cost savings. However, some customer use cases require functionality and integrations above what these can provide and as such customers may be forced to migrate and partners/PBX providers faced with customer attrition.

TRS allows for the convenience and extensibility of UCaaS platforms, with the tried and tested feature and functionality set of a customers and Partners PBX. With TRS,

customers do not need to make the hard decisions – they can enjoy all the benefits via one simple deployment

Native Experience

All calling functionality—dialing, transferring, voicemail, call history—occurs directly within the UCaaS client

Preservation

No need to change carriers, port numbers, or replace your current PBX

Cost Effective and Flexible

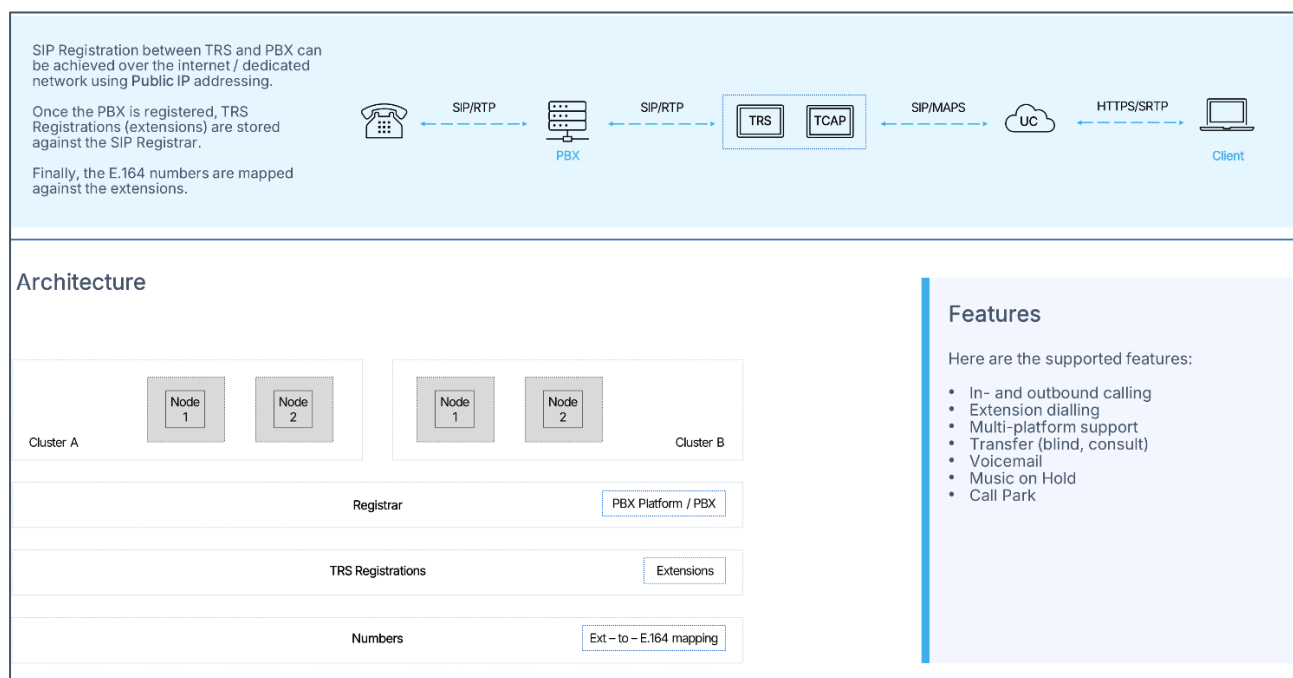
Per-number, per-month billing; flexible scaling

Fast & Low Risk

No hardware required, few specialist skills needed—minimal disruption to existing systems

Scalable

Supports very large environments (e.g., up to 100,000 users) across a global infrastructure



Registrars

TCAP Registrars may be configured for multiple purposes:

Customer Specific

- Allow Customers to define their own Registrar service and utilize with Operator numbers

Service Provider

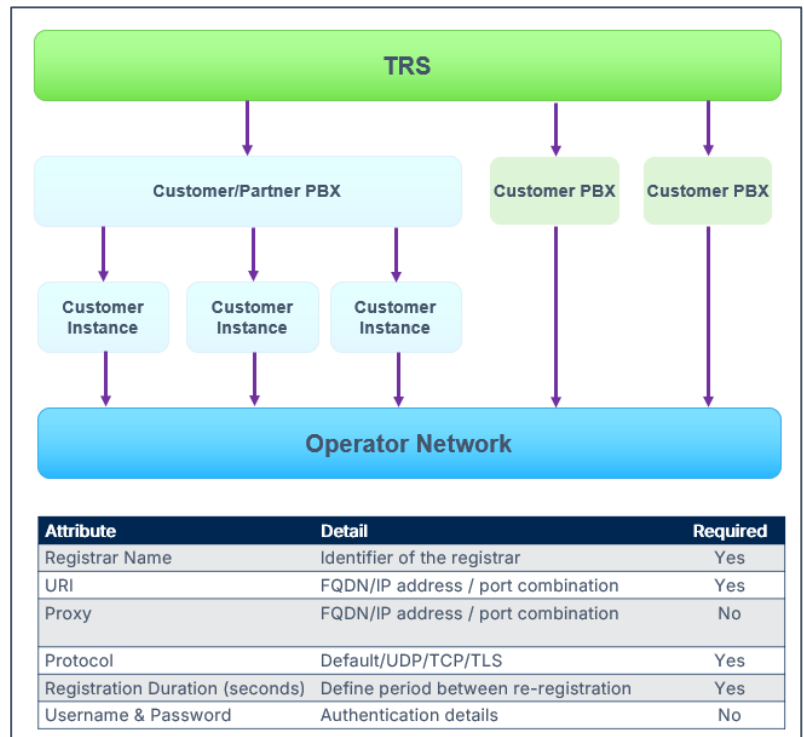
- Define and manage hosted Registrar services and allocate customer specific instances

Centralised Management

- Partner/Service Provider assigned Registrars are owned by the provider.
Customer manages Extensions and assignment

Centralised Management

- Partner Registrars are created under the TCAP Partner and assigned down to individual companies.



When configuring, please ensure to align the corresponding Registrar specific details with the TCAP Registrar instance. The follow shows an example using 3CX as an input. A supported list of tested devices may be found in the TCAP Partner Center.

3CX System Information

System Information
Version 20.0 Update 7 (Build 1006)
IPv4 167.172.50.66 Static
FQDN 1549.3cx.cloud
Network Ports SIP:5060 SPS:5061 Tunnel:5090 Media:22000-29999
HTTP:80 HTTPS:443
IPv6 2a03:20c0:100::1000:1000
Company Name pingco

TCAP Registrar

Registrar Details

Registrar Name * Product 3CX

URI * 1549.3cx.cloud:5060

Proxy Enter proxy server address

Protocol TCP

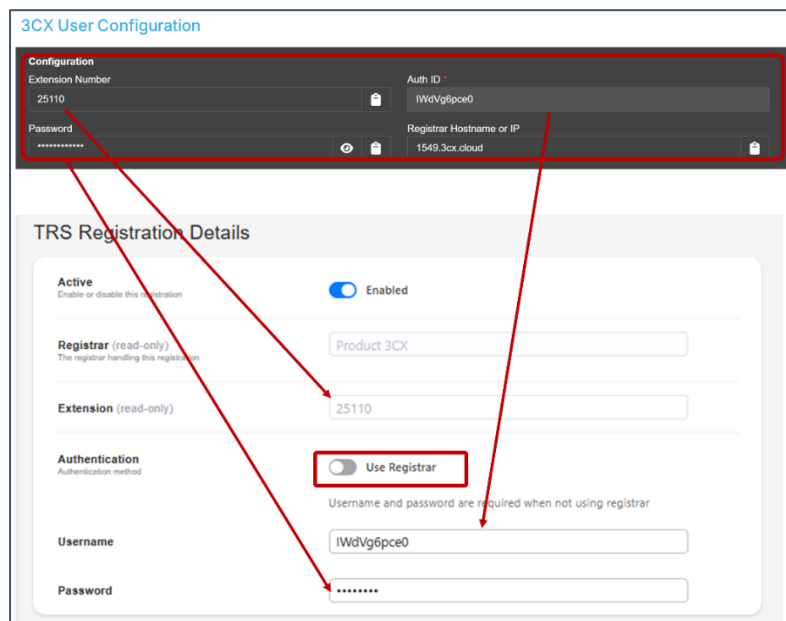
Registration Duration (seconds) 0

Username Enter username

Password Enter password

Registrations

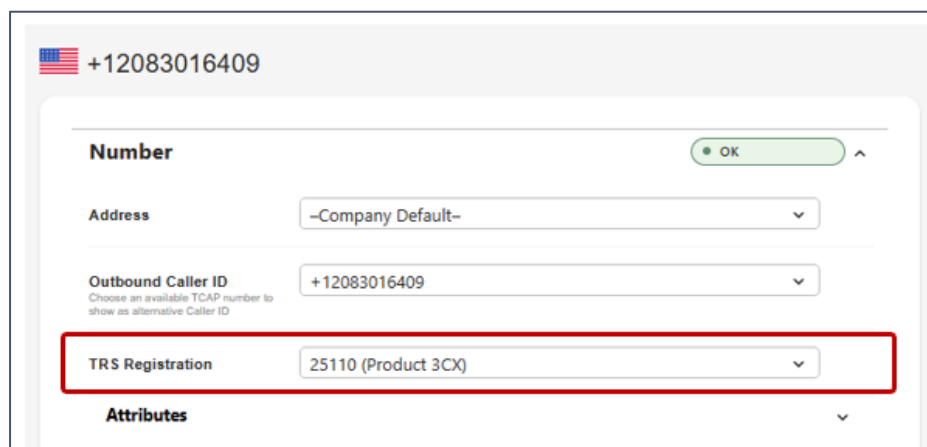
Similar to Registrars, please configure the corresponding Registration details to the associated TCAP instance, and under the correct TCAP Registrar. The following shows example details from a 3CX device



The screenshot displays two sections of the 3CX interface. The top section, titled "3CX User Configuration", contains fields for "Extension Number" (25110), "Auth ID" (IWdVg6pce0), "Password" (masked), and "Registrar Hostname or IP" (1549.3cx.cloud). The bottom section, titled "TRS Registration Details", shows a registration configuration. The "Active" toggle is set to "Enabled". The "Registrar (read-only)" field is set to "Product 3CX". The "Extension (read-only)" field is set to "25110". The "Authentication" section has a "Use Registrar" toggle set to "Off". Below this, a note states "Username and password are required when not using registrar". The "Username" field is set to "IWdVg6pce0" and the "Password" field is masked. Red arrows indicate the mapping of values: from the "Auth ID" in the top section to the "Username" in the bottom section, and from the "Password" in the top section to the "Password" in the bottom section.

Assigning Registrations to Numbers

Once a Registration has been added to TCAP, it may then be assigned to a number. This is performed under the Numbers section in TCAP, editing the specific number via the UI or CSV.



The screenshot shows the "Number" configuration page for the number +12083016409. The "Address" field is set to "-Company Default-". The "Outbound Caller ID" field is set to "+12083016409". The "TRS Registration" field is set to "25110 (Product 3CX)". The "Attributes" section is collapsed. A red box highlights the "TRS Registration" field.

Registration Status Tracking & Logging

Under the Registrations page, each registration status and history can be tracked by its action menu item

TRS Registrations

+ Add Registration Filter by Registrar: Product 3CX Search...

Extension	Registrar	Status	Active	Authentication
25110	Product 3CX	Active	Enabled	Enabled
123123	Product 3CX	Registration is active and ready for use: Mapped TN: 12083016409 --> REGISTERED_STATE --B...	Disabled	Disabled

Registration Status
TCAP will feedback status on registration and provide details as to success/failure

Registration Logging
To assist in testing and troubleshooting, registration log files are accessible within TCAP, providing detailed information regarding status updates

Registration Logs
Recent registration activity for extension 25110

```

2025-09-16T12:41:39.845Z : [Status Update Received] Status: Processing, Status Message: Mapped TN: 12083016409 --> NOT_REGISTERED_STATE --A...
2025-09-16T12:42:51.682Z : [Status Update Received] Status: Processing, Status Message: Mapped TN: 12083016409 --> NOT_REGISTERED_STATE --A...
2025-09-16T12:44:01.062Z : [Status Update Received] Status: Processing, Status Message: Mapped TN: 12083016409 --> NOT_REGISTERED_STATE --A...
2025-09-16T12:44:03.647Z : [Status Update Received] Status: Processing, Status Message: Mapped TN: 12083016409 --> NOT_REGISTERED_STATE --A...
2025-09-16T12:45:03.149Z : [Status Update Received] Status: Error, Status Message: Mapped TN: 12083016409 --> REGISTRAR_ERROR_STATE --A...
2025-09-16T12:45:15.097Z : [Status Update Received] Status: Processing, Status Message: Mapped TN: 12083016409 --> NOT_REGISTERED_STATE --A...
2025-09-16T12:46:05.146Z : [Status Update Received] Status: Error, Status Message: Mapped TN: 12083016409 --> REGISTRAR_ERROR_STATE --A...
2025-09-16T12:46:26.715Z : [Status Update Received] Status: Processing, Status Message: Mapped TN: 12083016409 --> NOT_REGISTERED_STATE --A...
  
```

Show More Cancel

CSV Uploads

Specific to TRS, there are 2 separate CSV upload processes:

1. Add/Edit/Delete Registrations

TRS Registrations

CSV Update + Add Registration Filter by Registrar: Melbourne PBX Search...

Extension	Registrar	Status	Active	Authentication
1002	Melbourne PBX	OK	Enabled	Disabled
1010	Melbourne PBX	OK	Enabled	Disabled
1011	Melbourne PBX	OK	Enabled	Disabled
1012	Melbourne PBX	OK	Enabled	Disabled
5555	Melbourne PBX	OK	Enabled	Disabled

- This is accessible via the TRS Registrations table
- The export file is limited to 1 single Registrar
- The following values are provided
 - RegistrarID
 - RegistrationID
 - Extension
 - Username
 - Password
 - Override Credentials
 - Delete
- If Both Registrar and RegistrationID are provided, changes are handled as EDIT/DELETE (if Delete is set to True)
- If RegistrationID is omitted, then entry is handled as ADD

2. Assign Registrations to Numbers

- This is accessible via the Numbers table
- When provided with the Platform choice, select Numbers
- 2 New columns are provided for TRS
 - Registrar Name

- ii. Registration/Extension
- d. If both Registrar and Registration are provided with valid details this shall be treated as an ADD/EDIT
- e. If no Registration value is provided, this shall be treated as a DELETE
- f. Please, note, the above column values pertain only to TRS and not the full number instance.

Automation

Triggers

- Cosmetic updates to reflect new tables

Triggers / Add Trigger

Add Trigger

Trigger Information

Name *

Enabled ☒

Type *

Company *

Description

Event *
Select the event that will trigger this automation.

The below table details changes applicable to legacy Trigger events

Name/Description	Change	Reason
All App Auth Triggers (Any App Auth trigger in list, with exception of those listed below)	To apply to all Platforms and expose Platform details	Previously, this only had to cater for Microsoft App Auth. Now Zoom, Cisco, 8x8 etc to be included.
App Auth Pair Calling Disabled Calling disabled due to Access Pairing failures.	Trigger will no longer fire	Calling will no longer be disabled on app auth error retries.
App Auth Pair Failure Reached Half Way Access Pairing failures have reached half the allowable limit for an AppAuth.	Trigger may still fire, but will not require same response	Historically this has been used in addition to other App Auth errors to ensure customer does not exceed max retries. It is still recommended to implement App Auth triggers for notification, however as per above, this will no longer lead to calling being disabled

Trunk Changed On Number Trunk changed on a telephone number assigned to a Company	Replaced with new trigger to support Platform Number, and to include the PlatformID	Trunks are no longer assigned to Numbers, but to Platform Numbers instead.
User Changed In TCAP A change was submitted for a User in TCAP.	Change to Platform User and to include the PlatformID	User not updated in same means. Ensure User Profile changes are captured
User Added From MSOL A new User was detected in the Tenancy and has been Synced to TCAP.	New/Updated trigger to support new platforms	As TCAP extends into new platforms, it stands to reason this level of functionality shall be expected to remain consistent, and all efforts shall be made to achieve this where possible
User Changed In MSOL A change was detected on a User in the Tenancy and has been Synced to TCAP.		
User Removed From MSOL A User was no longer found in the Tenancy and has been disabled in TCAP.		

Jobs

- Cosmetic updates to reflect new tables

Name	Status	Worker Type	Comments	Last Updated At	Created At
Automatic RGS creation.	●	TCAP Engine			Mon, 29 Sept 2025, 08:46:30 am U...
Trunk Processing	●	TCAP Engine			Fri, 05 Sept 2025, 04:47:34 am UTC
TrunkSBC Processing	●	TCAP Engine			Fri, 05 Sept 2025, 04:47:34 am UTC
TrunkSBC Processing	●	TCAP Engine			Fri, 05 Sept 2025, 04:47:34 am UTC
TrunkSBC Processing	●	TCAP Engine			Fri, 05 Sept 2025, 04:31:42 am UTC
Trunk Processing	●	TCAP Engine			Fri, 05 Sept 2025, 04:31:41 am UTC
Automatic RGS creation.	●	TCAP Engine			Thu, 28 Aug 2025, 05:06:48 am UTC

Approval Codes

- Cosmetic updates to reflect new tables

Name	Code	Auto Approve	Plan Name	Trial Days	Selective Sync Policy	Valid To
test	336789	None	ALAIINE TEST PLAN	25	Disabled	Sun, 26 Oct 2025, 01:00:00 ...
test	336681	None	ALAIINE TEST PLAN	14	Disabled	Sun, 17 Aug 2025, 10:40:39 ...
eeee	dfdsfdf	None	3CX Channel Plan 000001	14	Disabled	Sun, 21 Sept 2025, 08:42:21...
test	336691	None	3CX Channel Plan 000001	14	Disabled	Thu, 25 Sept 2025, 07:28:41...

- And new forms

Approval Codes / Create

Create Approval Code

Name *

Customer Default Plan Select the default plan for this approval code.

Selective Sync Policy Choose the selective sync policy for this approval code.

Code *

Auto Approval Select if approval should be automatic.

Trial Duration (days)

Approval Code Expiry Date Select the expiry date for this approval code.

[Save](#) [Back](#)

Billing

International Rates

- Cosmetic updates to reflect new tables and forms

International Rate List

[+ Add International Rate](#)

Name	Public	Active	Actions
test	✓	Active	: 🗑️
test	—	Active	: 🗑️
test	✓	Active	: 🗑️
test1	—	Active	: 🗑️
test1	—	Active	: 🗑️
test3	—	Active	: 🗑️
test6	—	Active	: 🗑️

Invoices

- Cosmetic updates to reflect new tables and forms

Invoices

Filter:

Invoked By	Invoked To	Number	Due Date	End Date	Total	Line Count	Status	Actions
PingCo	PingCo Pty Ltd	INV-T100054	2020-04-15T00:0...	2020-03-30T13:0...	1,579.000000	7337	Paid	: EXPORT CDR
PingCo	PingCo Pty Ltd	INV-T100057	2020-05-15T00:0...	2020-04-29T14:0...	1,579.000000	2286	Voided	: EXPORT CDR 🔄
PingCo	PingCo Pty Ltd	INV-T100291	2020-06-15T00:0...	2020-05-30T14:0...	1,260.999996	2080	Paid	: EXPORT CDR
PingCo	PingCo Pty Ltd	INV-T100328	2020-07-15T00:0...	2020-06-29T14:0...	1,754.133334	1877	Paid	: EXPORT CDR
PingCo	PingCo Pty Ltd	INV-T189155	2020-08-15T00:0...	2020-07-30T14:0...	1,905.967742	1753	Posted	: EXPORT CDR 🔄
PingCo	PingCo Pty Ltd	INV-T189215	2020-09-15T00:0...	2020-08-30T14:0...	2,243.483872	1921	Posted	: EXPORT CDR 🔄
PingCo	PingCo Pty Ltd	INV-T300800	2020-10-15T00:0...	2020-09-29T14:0...	1,333.500000	2468	Posted	: EXPORT CDR 🔄

Plans

- Cosmetic updates to reflect new tables and forms

Plan	Description	Actions
3CX Channel Plan 000001	3CX Channel Plan 1 - Unlimited Calling	[More] [Copy]
3CX Channel Plan 000001	3CX Channel Plan 1 - Unlimited Calling	[More] [Copy]
3CX Channel Plan 000001	3CX Channel Plan 1 - Unlimited Calling	[More] [Copy]
ALAINE TEST PLAN		[More] [Copy]
Better Storage Plan	Teams Calling Plan 2	[More] [Copy]

- Applies to all sub tables and forms also, i.e. Calling Rates, Number Block Rates etc.

Organisations

Companies

In addition to cosmetic updates to Tables and Forms, the following changes have been applied to Company Management.

- Search by Tenant ID
 - o Enter the Microsoft Tenant ID into the main search box to return a list of all companies with a Microsoft service associated to it.
 - o This search can be complete with or without the Microsoft Tenant ID column exposed in the table
 - o If multiple companies exist with the same tenant ID, then all shall be returned

Friendly Company Name	Legal Entity Name	Status	Active	On Trial	Initial Domain	Default Plan	Trial On Hold	Actions
ErhanTest Co	ErhanTest Co	OK	-	✓	erhantestco2022.on...	PingCo Free Plan	✓	[More] [BA]

- Manage Company
 - o New manage option added under the Actions menu
 - o Click to automatically manage the selected customer
 - o Alternative option for search via **Currently Managing**
- Per Number Billing
 - o Per Number Billing replaces the previous Per User Billing feature
 - o While the associated Plan is defined when editing a number, the feature itself resides under **Company Edit > Billing & Invoice > Allow Plans Per Number**

Companies / Edit Company

Edit ErhanTest Co

General **Billing & Invoice** Custom Fields Admin

Billing Settings

Plans: PingCo Free Plan [X] [v]

Default Plan *: PingCo Free Plan [v]

Bill To: Bill To... [v] Billing Day: 4 [Update]

☒ Lead In Pro rata ☒ Process Billing ☐ Omit Number Blocks

Surcharge: \$0 [Fixed] [Percentage]

Allow Plans Per Number: Disabled [v]

Partners

- Cosmetic updates to reflect new tables and forms
- Partner Branding page updated

Logos

Links

Logo

Logo, white background



Choose File

Logo, dark background



Choose File

Favicon



Choose File

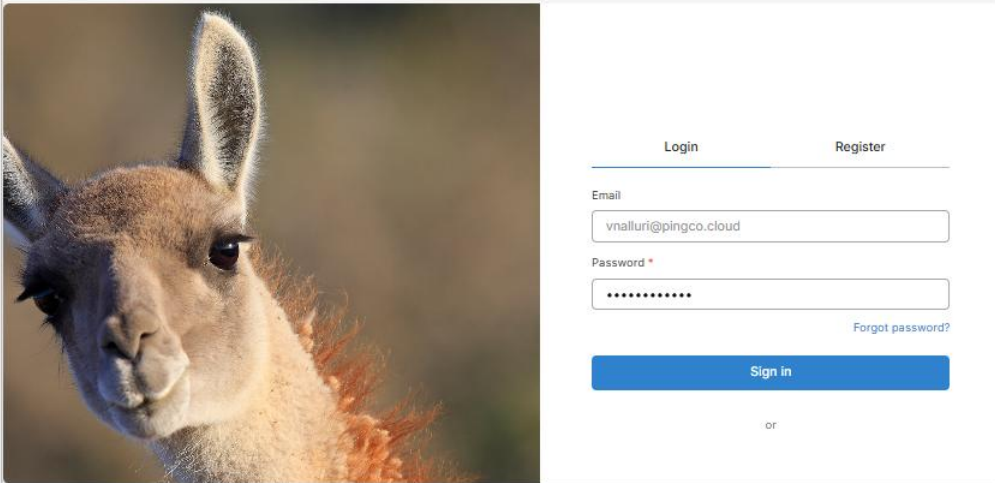
Login background

Background Type

Bing Image of the day

Login Preview

TCAP



Save

Back

Service Profiles

- Cosmetic updates to reflect new tables and forms

Service Profiles						
+ Add Service Profile		Filter: Partner	Search...			
Service Name	Service Type	Visible Scope	Actions			
PingCo Partner - Operator Connect	Operator Connect	Global	⋮			
PingCo Partner - SBCaaS	SBCaaS	Wholesaler	⋮			
PingCo - ACS Direct Routing Partner Profile	ACS Direct Routing	Company	⋮			
PingCo - Operator Connect Conferencing Partner P...	Operator Connect Conferencing	Partner	⋮			
PingCo - Teams Phone Mobile Partner Profile	Teams Phone Mobile	Company	⋮			
PingCo - Zoom Partner Profile	Zoom	Global	⋮			
PingCo - 8x8 Partner Profile	8x8	Company	⋮			

Visibility Groups

- Cosmetic updates to reflect new tables and forms

Visibility Groups

[+ Add Visibility Group](#)

Name	Description	Members	Actions
wa test	a demo of visibility groups to restrict access	2	Edit Delete
test	test	3	Edit Delete

Visibility Groups / Manage Group

Name *

Description *

Members

Owners can manage other Owners and Members.

Email Address	Start	End	Is Owner
xxxxx@pingco.cloud X			☒
yyyyyy@pingco.cloud +	2024-10-28		☐

[Save](#) [Cancel](#)

- Please refer to Partner Center for further information on Visibility Groups

Settings

Admin Accounts

- Cosmetic updates to reflect new tables and forms

Admin Users

[+ Admin](#)

Email	First Name	Last Name	Permission	Last Logged In	Active	
atran@pingco.com.au	Albert	Tran	Global Admin	Thu, 04 Dec 2025, 04:01...	Active	Edit
dpearson@pingco.com.au	Daniel	Pearson	Global Admin	Mon, 14 Oct 2024, 02:02...	Active	Edit
sgius@pingco.com.au	Sean	Agius	Global Admin	Tue, 05 Sept 2023, 01:01...	Active	Edit
jcassar@pingco.com.au	Jessie	Cassar	PingCo NOC	Wed, 06 Sept 2023, 09:1...	Inactive	Edit
lvilliers@pingco.com.au	Lindsay	Villiers	PingCo Accounts	Tue, 29 Aug 2023, 11:43...	Inactive	Edit
teamsportal@pingco.com.au	TeamsPortal	Scripts	Global Admin	Wed, 06 Sept 2023, 11:11...	Active	Edit

[Admin Accounts](#) / Add User

User Details

First Name *

Last Name

Email *

If enabling SSO, please ensure the Admin Email address is configured on a supported domain.

Permission Set*

Apply a permission set to the Admin User to customise the management experience.

Select...

Configure Multifactor Authentication

For security purposes, it is recommended MFA remains enabled for all Admin Users.

☒ On

API Doc Reader

For security purposes, it is recommended MFA remains enabled for all Admin Users.

☐ Off

Save

Back

Security

- Cosmetic updates to reflect new tables and forms to both Password Policy
- And SSO Configuration

Edit Microsoft SSO Configuration VERIFIED

Allowed Tenant IDs ?

If entry into this box is identified as a domain, then it will override the tenant lookup

Tenant ID	Action
Enter Tenant ID or Domain...	+
7051e007-e244-4920-b801-febf10f818b9	
eg. 6b29fc40-ca47-1067-b31d-00dd010662da	

Allowed Domains ?

If entry into this box is identified as a domain, then it will override the tenant lookup

Domain ID	Action
Enter Email Domain...	+
pingco.cloud	
pingco.com.au	
helloteams.global	
20v.studio	
eg. yourdomain.com	

☒ **Require Tenant & Domain Match**

Enable if you wish to only allow certain domains from a tenant. Both domain and tenant ID should be added above

Cancel

Update

Security

[Policy](#) SSO

Password Expiration Settings
Control whether passwords expire or remain valid indefinitely.

☐ Enable Password Expiry

Maximum Password Age *
Enter the number of days before passwords expire.

Password Reuse Limit *
Specify how many previous passwords cannot be reused.

Minimum Password Age *
Enter the minimum number of days between password changes.

Save

API

With the evolution from legacy Numbers and Users, in addition to more service additions to TCAP, various endpoints within the TCAP API have been added, updated or retired. The following summarises these changes.

Please note, for full detail, please refer to the TCAP API Swagger Documentation which remains available at https://{your_tcap_url}/docs/index.html. Please contact PingCo if you require access.

New Endpoints

Entity	Endpoint	Summary	Method
TcapUser	/api/ui/TcapUsers/{CompanyID}	Retrieve a list of Tcap Users	GET
TcapUser	/api/ui/TcapUser/{TcapUserID}	Get a Tcap User by its ID	GET
TcapUser	/api/ui/TcapUser	Update a Tcap User	PUT
TcapUser	/api/ui/TcapUser/{TcapUserID}/PlatformUser/{PlatformUserID}/Assign	Assign a Platform User to an existing Tcap User	POST
TcapUser	/api/ui/TcapUser/{TcapUserID}/PlatformUser/{PlatformUserID}/Unassign	Unassign a Platform User from its current Tcap User and reassign it to a new Tcap User	POST
PlatformUser	/api/ui/PlatformUsers/{CompanyID}/Platform/{PlatformID}	Retrieve a list of Platform Users	GET
PlatformUser	/api/ui/PlatformUser/{PlatformUserID}	Get a Platform User by its ID	GET
PlatformUser	/api/ui/PlatformUser	Update a Platform User	PUT
PlatformUser	/api/ui/PlatformUser/{PlatformUserID}/ConvertTo/{UserType}	Convert a User Type 'Resource Account' to 'User'	POST
PlatformUser	/api/ui/PlatformUser/{PlatformUserID}/Attributes	Update a Platform User's Attributes	PUT
UserProfile	/api/ui/UserProfiles/{PlatformUserID}	Retrieve a list of User Profiles by its Platform User ID	GET
UserProfile	/api/ui/UserProfile/{NumberID}/Platform/{PlatformID}	Retrieve a list of User Profiles by Number ID and Platform ID	GET
UserProfile	/api/ui/UserProfile	Create a User Profile	POST
UserProfile	/api/ui/UserProfile	Update a User Profile	PUT
UserProfile	/api/ui/UserProfile	Delete a User Profile	DELETE
PlatformNumber	/api/ui/PlatformNumbers/{NumberID}	Retrieve a list of Platform Numbers	GET
PlatformNumber	/api/ui/PlatformNumber/{NumberID}/Platform/{PlatformID}	Get a Platform Number	GET
PlatformNumber	/api/ui/PlatformNumber/{NumberID}/Platform/{PlatformID}	Create a Platform Number	POST
PlatformNumber	/api/ui/PlatformNumber	Update a Platform Number	PUT
PlatformNumber	/api/ui/PlatformNumber/{NumberID}/Platform/{PlatformID}/Actioned	Indicate that a Platform Number requiring Action is ready for processing.	POST
PlatformNumber	/api/ui/PlatformNumber/{NumberID}/Platform/{PlatformID}/Acknowledged	Indicate that a Platform Number transfer has been acknowledged.	POST

Updated Endpoints

Entity	Endpoint	Summary	Method
Address	/api/ui/Address/{AddrID}/Platform/{PlatformID}/Add	Add an Address to a Platform	POST
Company	/api/ui/Company/{CompanyID}/ZoomLoginLink	Request a Link to perform App Authentication with Zoom	GET
Company	/api/ui/Company/{CompanyID}/WebexLoginLink	Request a Link to perform App Authentication with Webex	GET
Service	/api/ui/Service/OperatorPlatform/Magic/{CompanyID}	Generate a OperatorPlatform Service for a Company without selecting any options	POST
Service	/api/ui/Service/Webex/Magic/{CompanyID}	Generate an Webex Service for a Company without selecting any options	POST
Service	/api/ui/Service/Webex	Create a new Webex service definition for a Company	POST

Service	/api/ui/Service/Webex	Update a Company's Webex service definition	PUT
Service	/api/ui/Services/Webex/Company/{CompanyID}/CountriesLists/Available	Get a list of CountriesLists available to assign to a Company's Webex service definition	GET
Service	/api/ui/Service/Zoom/Magic/{CompanyID}	Generate a Zoom Service for a Company without selecting any options	POST
Service	/api/ui/Service/Zoom	Update a Company's Zoom service definition	PUT
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler/{WholesalerID}	Get the OperatorPlatform Service Profile of a Wholesaler	GET
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler	Create a new OperatorPlatform Service Profile for a Wholesaler	POST
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler	Update a Wholesaler's OperatorPlatform Service Profile	PUT
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler/{WholesalerID}/Logo	Upload Logo for Operator Platform Wholesaler Service Profile	POST
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler/{WholesalerID}/ServiceDefinitions	Get a list of Operator Platform Service Definitions for a wholesaler	GET
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler/{WholesalerID}/ServiceDefinition	Create an Operator Platform Service Definition under a Wholesaler	POST
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler/{WholesalerID}/ServiceDefinition	Update an Operator Platform Service Definition	PUT
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Wholesaler/{WholesalerID}/ServiceDefinition/{serviceDefinitionID}/Logo	Upload a Logo for a Service Definition	POST
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Partner/{PartnerID}	Get a Partners OperatorPlatform Service Profile	GET
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Partner	Create a new OperatorPlatform Service Profile for a Partner	POST
Service Profile	/api/ui/ServiceProfile/OperatorPlatform/Partner	Update a Partner's OperatorPlatform Service Profile	PUT
Service Profile	/api/ui/ServiceProfile/Webex/Wholesaler/{WholesalerID}	Get the Webex Service Profile of a Wholesaler	GET
Service Profile	/api/ui/ServiceProfile/Webex/Wholesaler	Create a new Webex Service Profile for a Wholesaler	POST
Service Profile	/api/ui/ServiceProfile/Webex/Wholesaler	Update a Wholesaler's Webex Service Profile	PUT
Service Profile	/api/ui/ServiceProfiles/Webex/Wholesaler/{WholesalerID}/CountriesLists/Available	Returns a list of Countries Lists available to assign to a Wholesaler's Webex Service Profile	GET
Service Profile	/api/ui/ServiceProfile/Webex/Partner/{PartnerID}	Get a Partners Webex Service Profile	GET
Service Profile	/api/ui/ServiceProfile/Webex/Partner	Create a new Webex Service Profile for a Partner	POST
Service Profile	/api/ui/ServiceProfile/Webex/Partner	Update a Partner's Webex Service Profile	PUT
Service Profile	/api/ui/ServiceProfiles/Webex/Partner/{PartnerID}/CountriesLists/Available	Get a list of Countries Lists available to assign to a Partner's Webex Service Profile	GET
Service Profile	/api/ui/ServiceProfile/Zoom/Wholesaler/{WholesalerID}	Get the Zoom Service Profile of a Wholesaler	GET
Service Profile	/api/ui/ServiceProfile/Zoom/Wholesaler	Create a new Zoom Service Profile for a Wholesaler	POST
Service Profile	/api/ui/ServiceProfile/Zoom/Wholesaler	Update a Wholesaler's Zoom Service Profile	PUT
Service Profile	/api/ui/ServiceProfile/Zoom/Partner/{PartnerID}	Get a Partners Zoom Service Profile	GET
Service Profile	/api/ui/ServiceProfile/Zoom/Partner	Create a new Zoom Service Profile for a Partner	POST
Service Profile	/api/ui/ServiceProfile/Zoom/Partner	Update a Partner's Zoom Service Profile	PUT

Retired Endpoints

Entity	Endpoint	Summary	Method
User	/api/ui/User/{UserID}	Get a User	GET
User	/api/ui/Users/{CompanyID}	Get a list of Users	GET
User	/api/ui/User	Update a User	PUT
User	/api/ui/User/{UserID}/Attributes	Update a User's Attributes	PUT
Number	/api/ui/Number/{NumberID}/SecondaryTrunks/Available	Get a list of available secondary Trunks that can be used on a number.	GET
Number	/api/ui/Number/{NumberID}/Actioned	Indicate that a number requiring Action is ready for processing.	POST
ResourceAccount	/api/ui/ResourceAccount/{RaID}	Get a Resource Account	GET
ResourceAccount	/api/ui/ResourceAccounts/{CompanyID}	Get a list of Resource Accounts for a Company	GET
ResourceAccount	/api/ui/ResourceAccount	Update a Resource Account	PUT
ResourceAccount	/api/ui/ResourceAccount/{RaID}/Attributes	Update a Resource Account's Attributes	PUT
ResourceAccount	/api/ui/ResourceAccount/ConvertToUser/{RaID}	Use this endpoint to convert a Resource Account into a User Account if it was incorrectly made one in TAC.	POST
NumberBlock	/api/ui/NumberBlock/{NumberBlockID}/DeallocateFromUsers	Deallocates numbers in a block	POST

User Profiles

Assigning Numbers

While the UI process remains familiar, Numbers are no longer assigned directly to Users. Instead a User Profile is assigned to the platform user.

Endpoint: POST /api/ui/UserProfile

Request Body:

```
{
  "numberID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "platformID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "platformUserID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "msDialPlanID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "msVoicePolicyID": "3fa85f64-5717-4562-b3fc-2c963f66afa6"
}
```

Response (200):

```
{
  "numberID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "platformID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "platformUserID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "userStatus": 0,
  "statusMessage": "string",
  "lastModifiedTS": "2025-12-08T19:28:20.246Z",
  "msDialPlanID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "msDialPlan": "string",
  "msVoicePolicyID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
  "msVoicePolicy": "string",
  "platformNumber": {
    "platformID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
    "platform": "string",
    "numberID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
    "platformStatus": 0,
    "statusMessage": "string",
  }
}
```

```

"trunkID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"trunk": "string",
"trunkName": "string",
"isPresentable": true,
"trunkType": "string",
"lastModifiedTS": "2025-12-08T19:28:20.246Z",
"priority": 0,
"overstampNumber": "string",
"operatorConnectCallingProfile": "string",
"operatorConnectCallingProfileID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"operatorConnectUsagelD": "string",
"telephoneNumber": "string",
"usedOnResourceAccount": true,
"serviceID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"user": "string",
"userID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"registrationID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"addressID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"attribute1": "string",
"attribute2": "string",
"attribute3": "string",
"availableOptions": {
  "trunks": [
    {
      "id": "string",
      "name": "string",
      "grouping": "string"
    }
  ],
  "addresses": [
    {
      "id": "string",
      "name": "string",
      "grouping": "string"
    }
  ]
}
}
}

```

Unassigning Numbers

Unassigning numbers requires the User Profile to be Deleted from the platform user.

Endpoint: DELETE /api/ui/UserProfile

Request Example:

```

https://{your_tcap_url}/api/ui/UserProfile?NumberID={PlatformNumberID}&PlatformID={PlatformID}&PlatformUserI
D={PlatformUserID}

```

Response (200):

```

{ "Success": true, "Message": "User Profile deleted successfully." }

```

Change Number on User

To change a number assigned to a user, existing profiles should be deleted and then readded

Step 1: Delete the old association

- **Call:** DELETE /api/ui/UserProfile

Step 2: Add the new association

- **Call:** POST /api/ui/UserProfile

Users and Number Summary

Some Partners have leveraged the Users or Numbers endpoint in the past to obtain summary details of active objects. This is still supported by the original endpoints, however as assignment of things like Trunk and User Profile are moved to the Platform User and Number objects, it is recommended to read the summary detail to locate active detail.

Alternatively, the PlatformNumbers endpoint may be called to target specific platform(s).

The below summarise use of the Numbers endpoint to obtain all platform summary.

Endpoint: GET /api/ui/Company/{CompanyID}/Numbers

Request Body:

```
https://your_tcap_url/api/ui/ Company/{CompanyID}/Numbers
```

Response (200):

```
{
  "numbers": [
    {
      "id": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "telephoneNumber": "string",
      "numberRegion": "string",
      "userID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "user": "string",
      "companyID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "company": "string",
      "partnerID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "partner": "string",
      "wholesalerID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "wholesaler": "string",
      "carrierID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "carrier": "string",
      "inboundCarrierID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "inboundCarrier": "string",
      "outboundCarrierID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "outboundCarrier": "string",
      "status": 0,
      "numberBlockID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
      "cliPresentation": "string",
      "lastUpdateTS": "2025-12-08T19:43:12.266Z",
      "isAllocated": true,
      "isActive": true,
      "callingEnabled": true,
    }
  ]
}
```

```

"isEnabled": true,
"overstampNumber": "string",
"planID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"plan": "string",
"trunkID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"trunk": "string",
"trunkName": "string",
"regionID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"region": "string",
"isPresentable": true,
"trunkType": "string",
"serviceID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"attribute1": "string",
"attribute2": "string",
"attribute3": "string",
"usedOnResourceAccount": true,
"operatorConnectCallingProfileID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"operatorConnectCallingProfile": "string",
"operatorConnectUsageID": "string",
"operatorConnectTnUploadID": "string",
"operatorConnectTnReleaseID": "string",
"engineMessage": "string",
"addressID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"enableDynamicRouting": true,
"forwardAll": true,
"secondaryTrunkID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"secondaryTrunk": "string",
"secondaryTrunkType": "string",
"secondaryOverstampNumber": "string",
"failoverRoutingMode": 0,
"failoverRoutingTrunkID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"failoverRoutingTrunk": "string",
"failoverRoutingTrunkType": "string",
"failoverRoutingOverstampNumber": "string",
"canEdit": true,
"numberType": "string",
"countryID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"operatorStatus": 0,
"operatorMessage": "string",
"registrationID": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
"countries": [
  {
    "id": "3fa85f64-5717-4562-b3fc-2c963f66afa6",
    "name": "string",
    "alpha2": "string"
  }
]
},
"platformNumbers": 0,
"activePlatformNumbers": 0,
"disabledPlatformNumbers": 0,
"pendingPlatformNumbers": 0
}

```

The API returns a "dashboard" view at the bottom of the JSON payload. This allows the UI to display the company's total number usage without calculating it on the client side.

- **platformNumbers:** The Total inventory count for this specific Company.
- **activePlatformNumbers:** The count of this company's Platform Numbers that are assigned a trunk
- **disabledPlatformNumbers:** The count of this company's Platform Numbers that are not assigned a trunk.
- **pendingPlatformNumbers:** The count of Platform Numbers in the process of being assigned to this company, in error state etc.