

Configuring Guide of user provisioning with Okta

You can manage user attributes of ACALL from Okta using user provisioning integration. This document shows how to configure user provisioning with Okta and ACALL.

Prerequisites

Make sure these constraints before you try this provisioning settings.

1. You have an administrator account of ACALL. If you don't, contact the administrator of your organization.
2. Your organization is not contracted with ACALL "Basic" plan. You can use user provisioning features only with the higher plans of ACALL.

1. Request a SCIM API token

1. Email ACALL customer success team (contact@i.acall.jp).
2. Within a few days we will inform you the necessary information (Base URL and API token). You need them to configure the Okta application later, so make sure you store them in a safe place.

2. Enable SCIM API integration in Okta

In this step, follow these instructions in Okta.

1. Log in to Okta and add the ACALL application.
2. Click **Provisioning**.
3. Click **Configure API integration**.
4. Select **Enable API integration**.
5. Enter the **Base URL** and **API key** you got from our team.
6. Click **Test API Credentials**. If the test passes, click **Save**.
7. Click **To App** under **SETTINGS**.
8. Click **Edit** and select **Enable** for the options you'd like to have.
9. Edit attribute mappings as you need. See **User attributes mappings** section below.
10. Click **Save** to apply the integration settings.

[point] Our SCIM endpoint URL does'nt vary by tenant.

3. Confirm the email address setting in Okta

In this step, follow these instructions in Okta.

ACALL uses email addresses to identify a user account.

It is necessary that the email attribute of SAML SSO setting equals that of SCIM user provisioning setting in ACALL app.

4. Integrate with Slack or G-Suite with an administrator account (optional)

If you want to use Slack or G-Suite integration in ACALL and sync these account from Okta to ACALL, you have to connect your ACALL tenant and these services.

If you don't want to do, you can skip this phase.

In this step, follow these instructions in ACALL.

1. Click **Settings** link on the global menu bar (at the top).
2. Click **Integrations** link on the sub menu bar (under the global menu bar).
3. Click **connect** button of the service you want to connect to, and authenticate as an administrator account of the service.

5. Assign users

In this step, follow these instructions in Okta.

1. Click the Assignments tab of the ACALL application:
2. Click Assign, then you can assign users to sync with ACALL.

Known Issues/Troubleshooting

If you have some trouble, contact our customer success team (contact@i.acall.jp) .

User attributes mappings

Mandatory Attributes

Attribute	Default Value	Description
userName	user.email	Make sure this equals the login email attribute of SAML SSO
familyName	user.lastName	
givenName	user.firstName	

Optional Attributes

Attribute	External Namespace	External Name	Description
Slack account	urn:ietf:params:scim:schemas:core:2.0:User	accounts.^[type=='slack'].value	Slack account (email)
Google account	urn:ietf:params:scim:schemas:core:2.0:User	accounts.^[type=='google'].value	G-Suite account (email)
Primary Role	urn:ietf:params:scim:schemas:core:2.0:User	roles.^[primary==true].value	"admin" or "general"
Display name	urn:ietf:params:scim:schemas:core:2.0:User	displayName	
Phonetic family name	urn:ietf:params:scim:schemas:extension:wsos:2.0:User	name.familyNamePhonetic	phonetic family name (for CJK language)
Phonetic given name	urn:ietf:params:scim:schemas:extension:wsos:2.0:User	name.givenNamePhonetic	phonetic given name (for CJK language)
Additional information	urn:ietf:params:scim:schemas:extension:wsos:2.0:User	name.additionalInformation	additional information text