

Carbon Voice User Provisioning

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If your organization uses Okta to manage your employees' access to tools and services, you can take advantage of Okta's "Provisioning" feature to automatically grant access to [Carbon Voice](#).

The integration between Okta and [Carbon Voice](#) that enables this provisioning to occur is built around an industry-standard protocol known as [SCIM](#) (System for Cross-domain Identity Management). To learn more about how Okta works with SCIM, [please see this article](#).

Features

The following provisioning features are supported by [Carbon Voice](#) at present:

- **Push Users:** Users in Okta that are assigned to the Carbon Voice application in Okta are automatically added as members to your workspace in Carbon Voice.

- **Update Users:** Users updated in Okta will be synced at Carbon Voice. (only supported fields: **first_name**, **last_name**)
- **Remove Users:** Once an user is removed from Okta App, they will be removed from the workspace at Carbon Voice.

Requirements

SCIM-based user provisioning is available to Enterprise customers at Carbon Voice.

You must have an Enterprise Account at [Carbon Voice](#). After that you will need to request an "Okta SCIM Integration" with our support support@carbonvoice.app providing the **workspace*** that you want to enable the feature.

They will configure the feature for your workspace and give back the **URL + Credentials** needed to add for the **Carbon voice Okta App** integration at Okta.

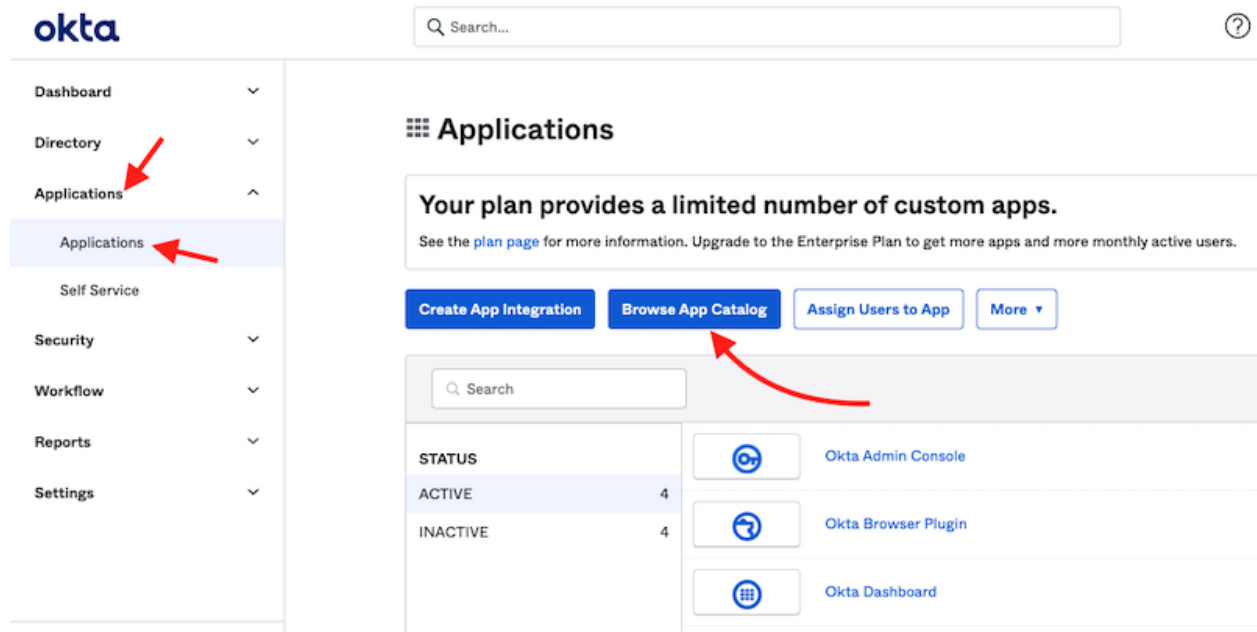
After that, you will be able to assign users into the app and provision/de-provision them into Carbon Voice.

Note

- Workspace: Workspaces help Businesses, organizations, associations and affinity groups protect & organize their Conversations.
- When Authorization with Okta feature is enabled at a workspace, all user members will need to perform the login with Okta when they try to use Carbon Voice.

How to configure (step-by-step)

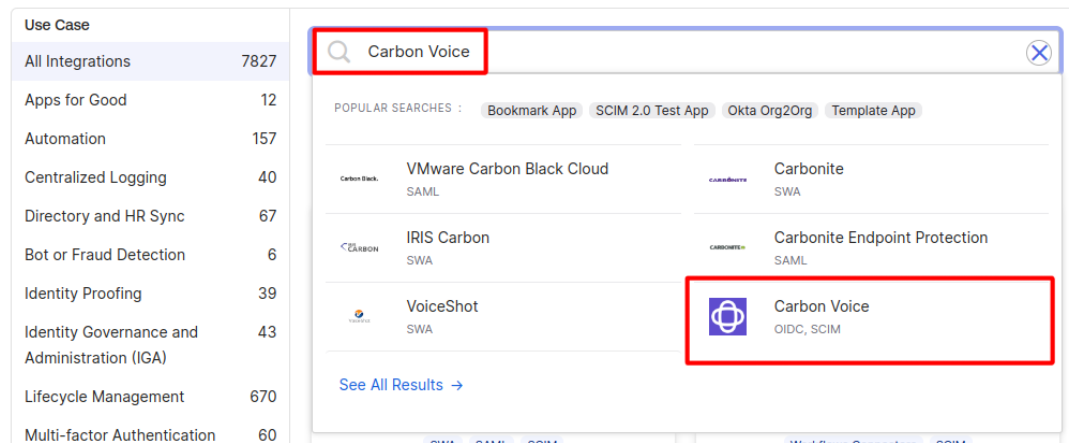
1) Click "Applications" > "Applications" > "Browse App Catalog"



Search for “Carbon voice”

Browse App Integration Catalog

Create New App



Click “**Add Integration**”

Click “**Done**”

2) Click the “**Provisioning**” tab and click “**Configure API Integration**”

General Sign On Mobile **Provisioning** Import Assignments Okta API Scopes Application Rate Limits

Settings
Integration

1 Carbon Voice: Configuration Guide
Provisioning Certification: Okta Verified
This provisioning integration is partner-built by Carbon Voice
Contact partner support: support@carbonvoice.app

Cancel

2

3 ☒ Enable API integration

Enter your Carbon Voice credentials to enable user import and provisioning features.

Workspace ID RH11mVAd4jBnG1C

API Token

4

5 Test API Credentials

6

API Token should be provided by our support after the request for enabling the feature.

Save

Click **“Save”**

3) Next, on the **“Provisioning”** tab click **“To App”** and click **“Edit”**

General Sign On Mobile **Provisioning** Import Assignments Okta API Scopes Application Rate Limits

Settings
To App
To Okta
Integration

okta →

Provisioning to App Cancel

Create Users ✓ Enable

Creates or links a user in Carbon Voice when assigning the app to a user in Okta.
The [default username](#) used to create accounts is set to **Okta username**.

Set password when creating new users ☐ Enable

Unselect this option (we don't store any passwords in our side)

Update User Attributes ✓ Enable

Okta updates a user's attributes in Carbon Voice when the app is assigned. Future attribute changes made to the Okta user profile will automatically overwrite the corresponding attribute value in Carbon Voice.

Deactivate Users ✓ Enable

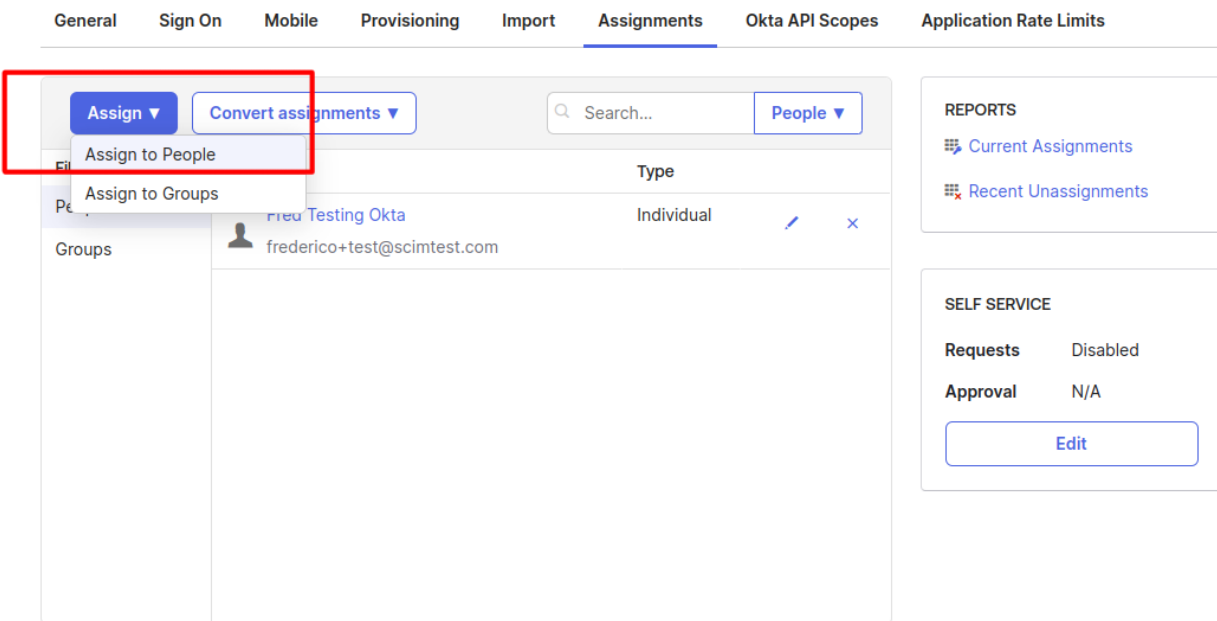
Deactivates a user's Carbon Voice account when it is unassigned in Okta or their Okta account is deactivated. Accounts can be reactivated if the app is reassigned to a user in Okta.

Save

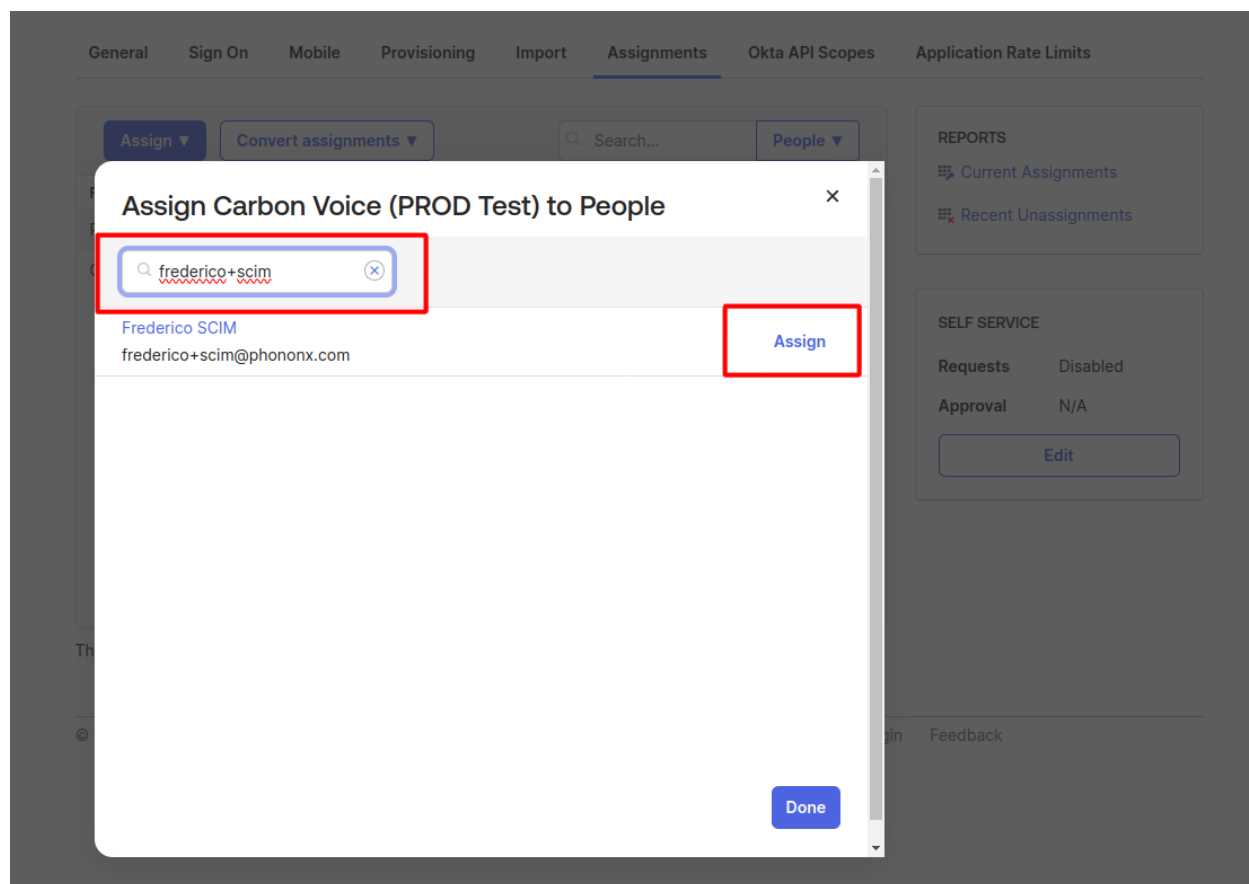
Now you should have a valid integration configured to Provision Users through **Okta SCIM** into **Carbon Voice**.

In order to Add people to your Workspace using **SCIM** you can follow the steps bellow (Optional):

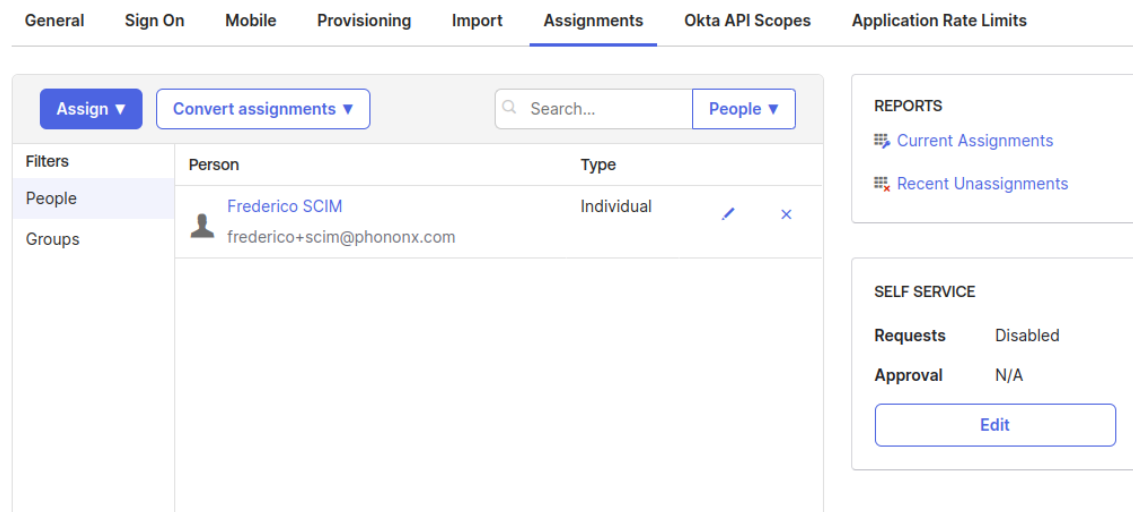
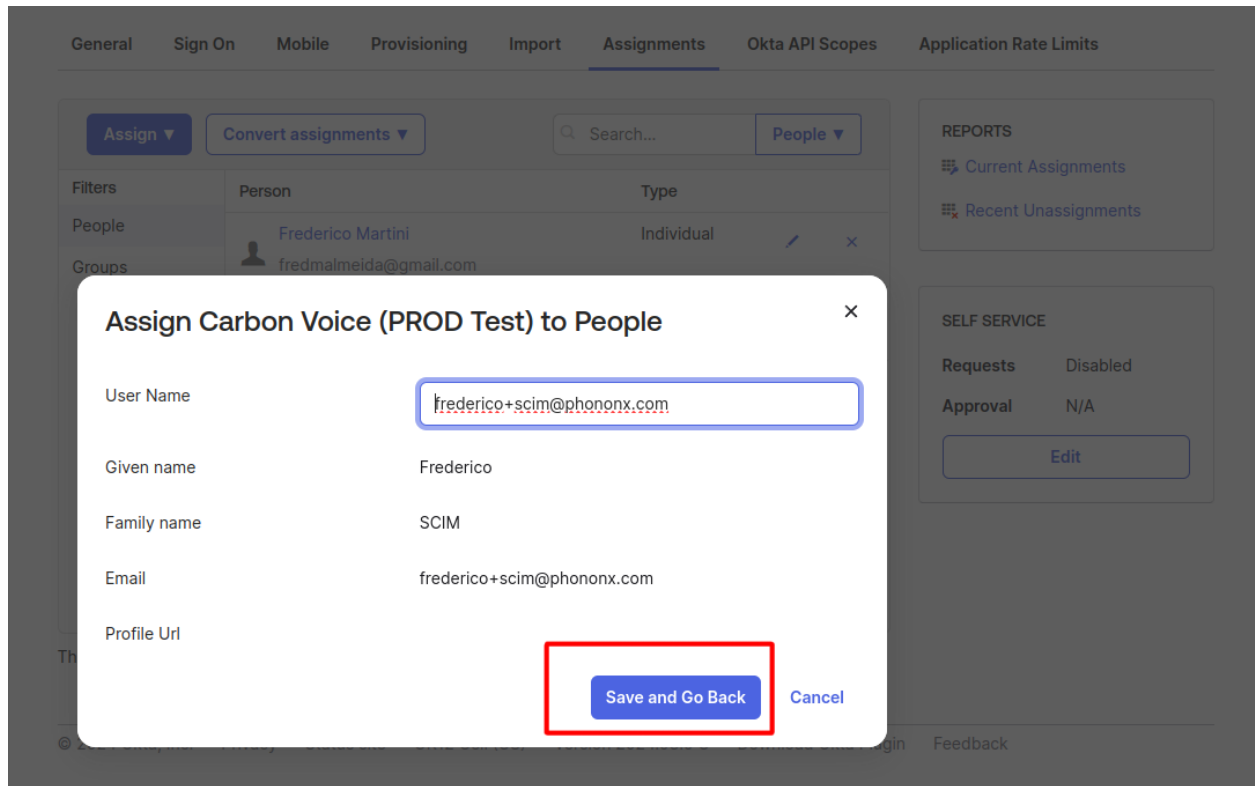
1) Click on the “**Assign**” people button



2) **Search** for the person that you want to add (if not found you can add)



3) **Save** the assigned person.



4) Now person is available at **Carbon Voice**

Fred's workspace

Settings



Fred's workspace



Tap to set a Description

Admin Controls



People

[See all 3](#)



Add People



Frederico SCIM

Member



NOTE: Right now we only support creation of users in a workspace with the default role: **Member**.

Troubleshooting and Tips

For questions email “support@carbonvoice.app” and we will be happy to help.

