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

#### **Features**

The following provisioning features are supported by <u>Carbon Voice</u> 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 <u>Carbon Voice</u>. After that you will need to request an "Okta SCIM Integration" with our support <u>support@carbonvoice.app</u> 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.

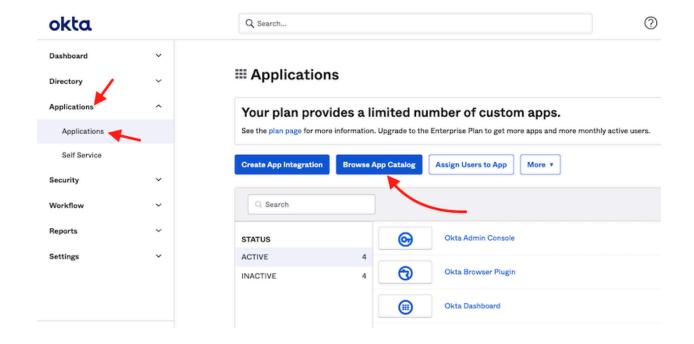
After that, you will be able to assign users into the app and provision/de-provision them into Carbon Voice.

### Note

- <u>Workspace:</u> 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.

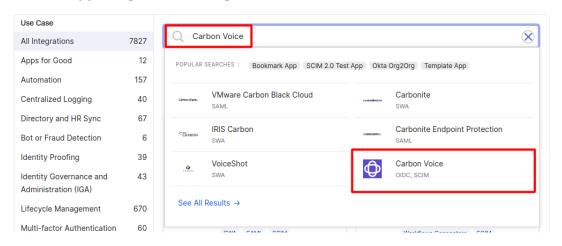
# How to configure (step-by-step)

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



# Search for "Carbon voice"



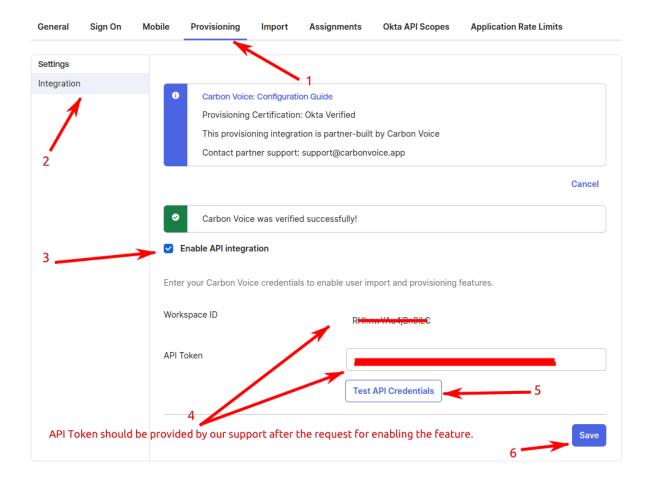


**Create New App** 

Click "Add Integration"

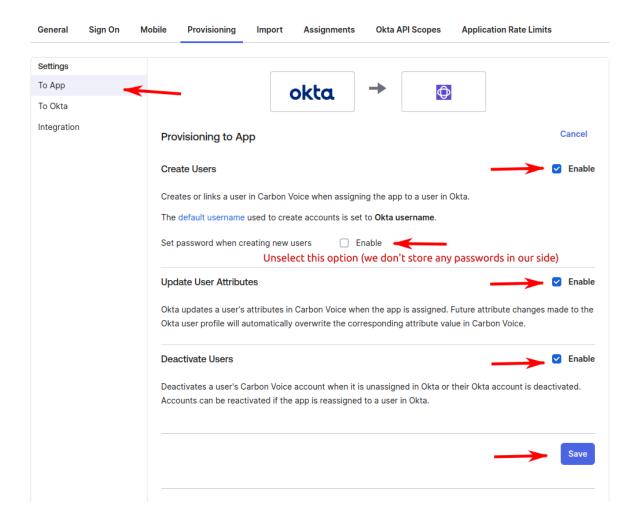
## Click "Done"

2) Click the "Provisioning" tab and click "Configure API Integration"



## Click "Save"

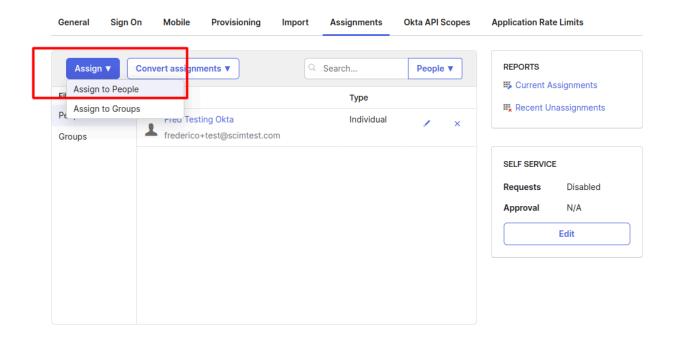
3) Next, on the "Provisioning" tab click "To App" and click "Edit"



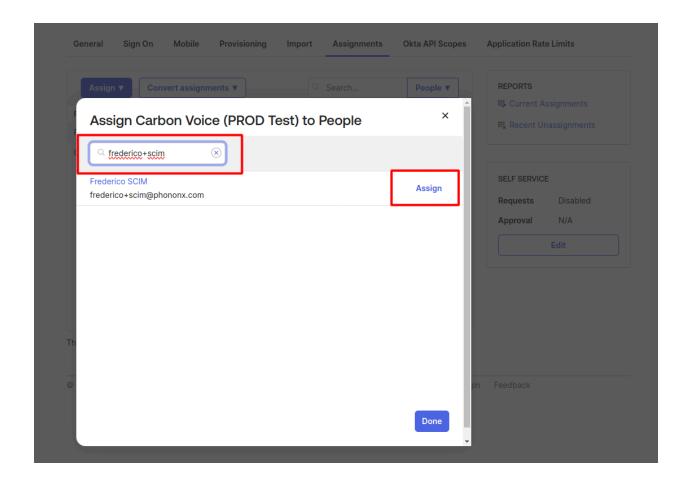
Now you should have a valid integration configured to Provision Users through **Okta SCIM** into **Carbon Voice**.

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

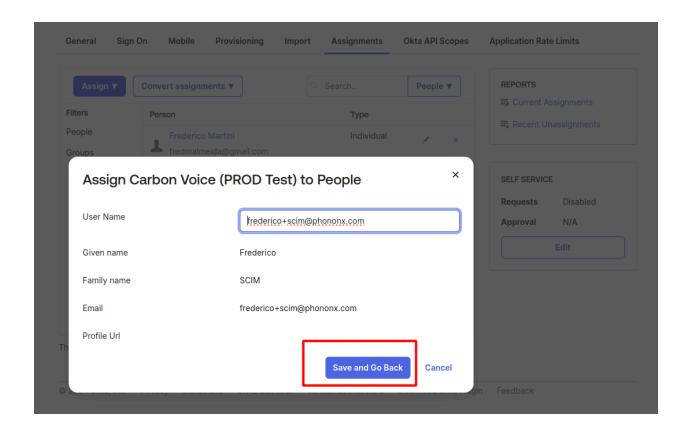
1) Click on the "Assign" people button

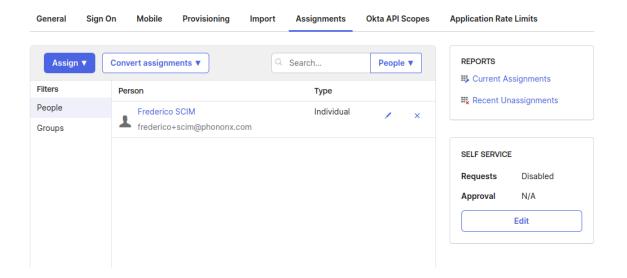


2) **Search** for the person that you want to add (if not found you can add)

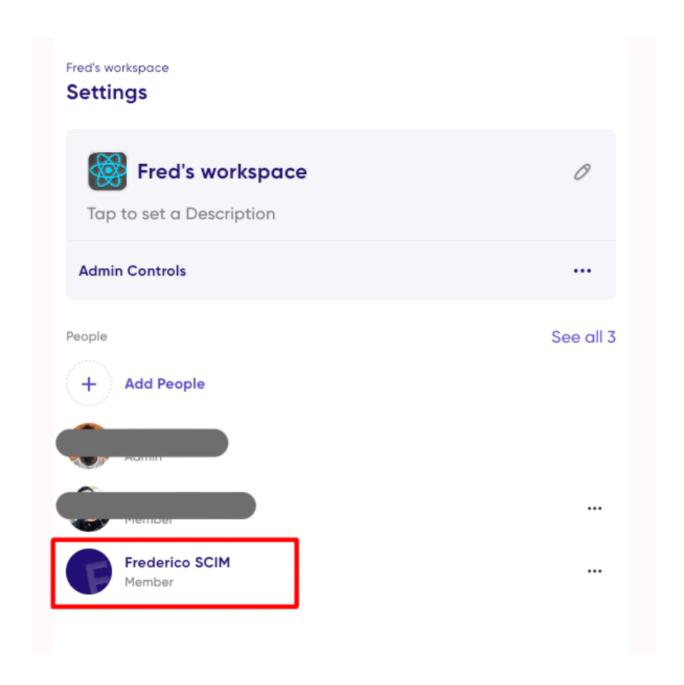


3) **Save** the assigned person.





4) Now person is available at Carbon Voice



**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.