

User provisioning and management

Attributes

The table below describes the attributes supported.

Schema	Attribute name	Sub-attributes	Data type	Example	Description
SCIM Core 2.0 User urn:ietf:params:scim:schemas:core:2.0:User	id		string	123e4567-e89b-12d3-a456-426614174000	Unique user identifier
	externalid		string	2cd54821-cf67-4643-8436-3985810a19a6	An identifier defined by the provisioning client to correlate users
	userName		string	bea.oproblem@example.com	Unique identifier for the user.
	name		complex		The components of the user's real name.
		formatted	string	Dr. Bea O'Problem	The full name, including all middle names, titles, and suffixes as appropriate, formatted for display.
		givenName	string	Bea	The given name of the user, or first name in most Western languages.
		familyName	string	O'Problem	The family name of the user, or last name in most Western languages.
		honorificPrefix	string	Dr.	The honorific prefix(es) of the user, or title in most Western languages.
		honorificSuffix	string	III	The honorific suffix(es) of the user, or suffix in most Western languages.
	displayName		string	Bea O'Problem	The name of the user, suitable for display to end-users. The name SHOULD be the full name of the user being described, if known.
	title		string	Queen	The user's title, such as "King"
	userType		string		Used to identify the relationship between the organization and the user. Typical values used might be "Contractor", "Employee", "Intern", "Temp", "External", and "Unknown", but any value may be used.
	preferredLanguage		string	no_NB	Indicates the user's preferred written or spoken language. Generally used for selecting a localized user interface; e.g., "en_US" specifies the language English and country US. The format of the value is the same as the HTTP Accept-Language header field (not including "Accept-Language:") and is specified in Section 5.3.5 of [RFC7231]. The intent of this value is to enable applications to perform matching of language tags RFC4647 to the user's language preferences, regardless of what may be indicated by a user agent (which might be shared), or in an interaction that does not involve a user (such as in a delegated OAuth 2.0 [RFC6749] style interaction) where normal HTTP Accept-Language header negotiation cannot take place.
	locale		string		Used to indicate the user's default location for purposes of localizing items such as currency, date time format, or numerical representations.
	active		boolean	true	Indicates the user's administrative status.
	emails		complex		E-mail addresses for the user.
		value	string	bea.oproblem@example.com	E-mail address
		type	string		A label for the e-mail address. Canonical values: work, home, other
		primary	boolean	true	Indicates the 'primary' or preferred value. The primary attribute value 'true' <i>must</i> appear only once.
	phoneNumbers		complex		Phone numbers for the user.
		value	string	tel:+4799999999	Phone number

Schema	Attribute name	Sub-attributes	Data type	Example	Description
		type	string		A label for the phone number. Canonical values: work, home, other
		primary	boolean	true	Indicates the 'primary' or preferred value. The primary attribute value 'true' <i>must</i> appear only once.
	nickName		string	bob	The casual way to address the user in real life, e.g., 'Bob' or 'Bobby' instead of 'Robert'. This attribute should not be used to represent users' username.
	timeZone		string	Europe/Oslo	The user's time zone in the 'Olson' time zone database format.
	groups		complex		A list of groups to which the user belongs. Either through direct membership or through nested groups. This attribute is read-only. Use the Groups endpoint to modify groups, following the \$ref attribute of the group item.
		value	string	f0f5ca99-8bd8-4248-bef2-5b9051db608d	The identifier of the group.
		display	string	Agents	Group display name.
		type	string	direct	A label indicating whether the group membership is direct or indirect (through inheritance).
		\$ref	string	https://app.puzzel.com/id/provisioning/(customer-id)/scim/Groups/f0f5ca99-8bd8-4248-bef2-5b9051db608d	The URI of the corresponding 'Group' resource to which the user belongs.
	roles		complex		A list of roles assigned to the User.
		value	string	admin	The following roles are currently defined: "visitor", "user", "admin" and "partner"
		display	string	Admin	Display name for the role.
		type	string	main	Type of role: "main" are general purpose roles. "system" are restricted roles.
		primary	bool	true	Indicates the 'primary' or preferred attribute value. The primary attribute value 'true' must appear no more than once for a user.

Schema	Attribute name	Sub-attributes	Data type	Example	Description
	customerId		text	19000	Puzzel customer identifier. Which Puzzel customer this user belongs to.
	contactCentreSolutions		complex		Contact centre solutions the user is mapped to.

Schema	Attribute name	Sub-attributes	Data type	Example	Description
Puzzel data urn:ietf:params:scim:schemas:extension:puzzel:2.0:User		type	text	'main' or 'demo'	A label indicating the solution's purpose or usage. Canonical values: • main (for example: agent's main solution) • admin • demo • test
		primary	boolean	true	Indicating the 'primary' or preferred solution. Applications will by default use this solution.
		value	text	19010	Contact centre solution identifier.
		platform	text	PCC	Always "PCC".
		customerID	text	19000	Puzzel customer that owns this solution.
		userId	text	31337	Contact centre user account identifier
		userName	text	alice	Contact centre user name
		userGroupName	text	Agents	Contact centre user group name <i>This attribute is not returnable.</i>
		createUserGroupIfNotExists	boolean	true	If the user group given in the attribute <i>userGroupName</i> shall be created if it does not exist when the user account is created.
	caseManagementSolutions		complex		
		type	text	main	A label indicating the solution's purpose or usage. Canonical values: 'main', 'admin', 'supervisor', 'demo', 'test'
		primary	boolean	true	Indicating the 'primary' or preferred solution. Applications will by default use this solution.

Schema	Attribute name	Sub-attributes	Data type	Example	Description
		value	text	19010	Case management solution identifier
		platform	text	PCM	Always "PCM".
		customerId	text	19000	Puzzel customer that owns this solution.
		userId	text	31337	Case management user account identifier
		userName	text	alice	Case management user name
	salesIntelligenceSolutions		complex		
		type	text	main	A label indicating the solution's purpose or usage. Canonical values: 'main', 'admin', 'supervisor', 'demo', 'test'
		primary	boolean	true	Indicating the 'primary' or preferred solution. Applications will by default use this solution.
		value	text	19010	Sales intelligence solution identifier
		platform	text	SI	Always "SI".
		customerId	text	19000	Puzzel customer that owns this solution.
		userId	text	31337	Sales intelligence user account identifier
		userName	text	alice	Sales intelligence user name
SCIM Core 2.0 Group urn:ietf:params:scim:schemas:core:2.0:Group	id		string	76276ecc-ae0d-46fd-8678-ded4e4f0f81	Unique identifier of the group, defined by Puzzel Id.
	externalId		string	2cd54821-cf67-4643-8436-3985810a19a6	An identifier defined by the provisioning client to correlate groups.
	displayName		string	Agents	A human-readable name for the Group.

Schema	Attribute name	Sub-attributes	Data type	Example	Description
	members		complex		Group members. Either users or other groups. Circular inheritance is not allowed for groups.
		value	string	f0f5ca99-8bd8-4248-bef2-5b9051db608d	Identifier of the member
		type	string	User	Type of group member: • User • Group
		\$ref	string	https://app.puzzel.com/id/provisioning/([customer-id])/scim/Users/f0f5ca99-8bd8-4248-bef2-5b9051db608d	Reference to the SCIM resource identified by value.