

Puzzel Agent Application SSO in Salesforce

Puzzel Agent Application Single Sign On is now supported in Salesforce. This requires a new installation available from the App Exchange.

Overview


This document describes the steps of configuring different properties within the admin portal to allow Puzzel Agent Application SSO in Salesforce. There are three steps as listed below to provide a coherent login process to your organization.

- Admin portal configurations
- Configuration within Salesforce

Admin portal configurations

You need to complete the following configurations in the Admin portal to create a seamless SSO in Salesforce.

1. List Salesforce as an external authentication provider under Users->Products->Sign in to Puzzel-> List of external authentication providers Salesforce|Salesforce. Format: connection|provider;connection|provider.

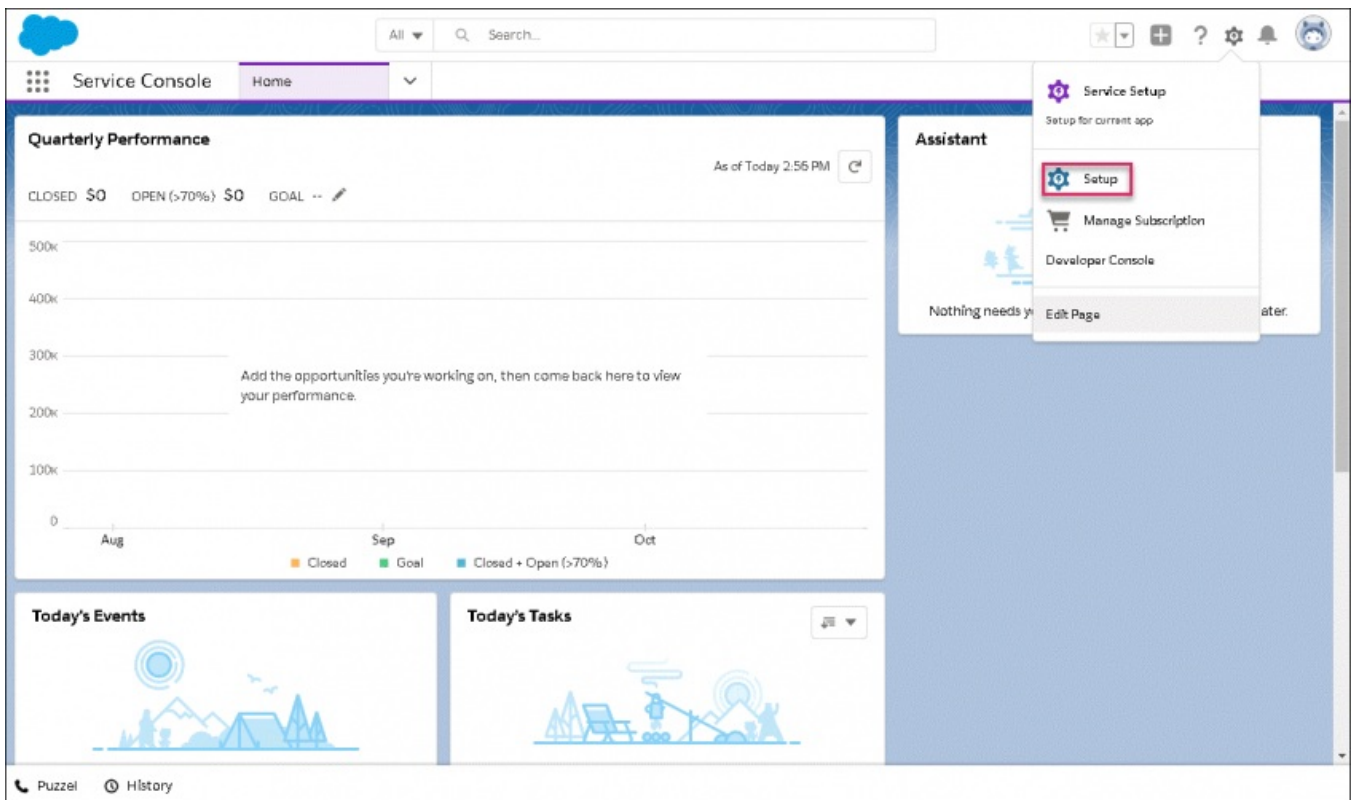
2. Add the Salesforce credentials as an external id under Users -> Users- > (username). Search for the user you want to add the Salesforce credentials to and select the username. Click on  icon against **External user ID**, select Salesforce from the drop-down menu and enter the Salesforce login details. Click on **Add ID**.
3. Save the changes.

The screenshot shows the 'Edit User jayk' form in the Puzzel Users management interface. The form includes fields for First Name (Jay), Last Name (Kumar), Username (jayk), Numeric ID (with a 'See used IDs' link), Email address (jayanthi.kumar_test@puzzel.com), and Mobile number. There are also fields for Password, Repeat Password, User Group (Admins), and Language (EN). An 'External User ID' section shows a dropdown menu with options like 'demoitele-waad', 'demoitele-waad', 'salesforce', and 'azure'. Below the form are links for 'Group Profiles' and 'Personal Profiles'. At the bottom, there is a 'Save User' button and navigation links for 'Back to Users Page', 'Previous User', and 'Next User'.

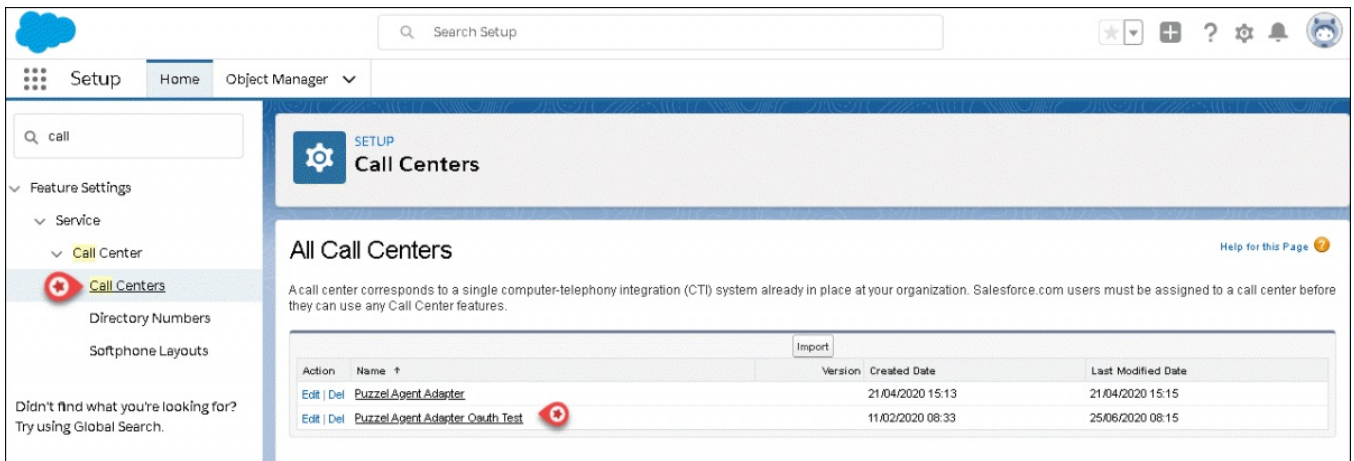
Configuration within Salseforce

You will have to add the Puzzel Agent Application URL in salesforce as shown below:

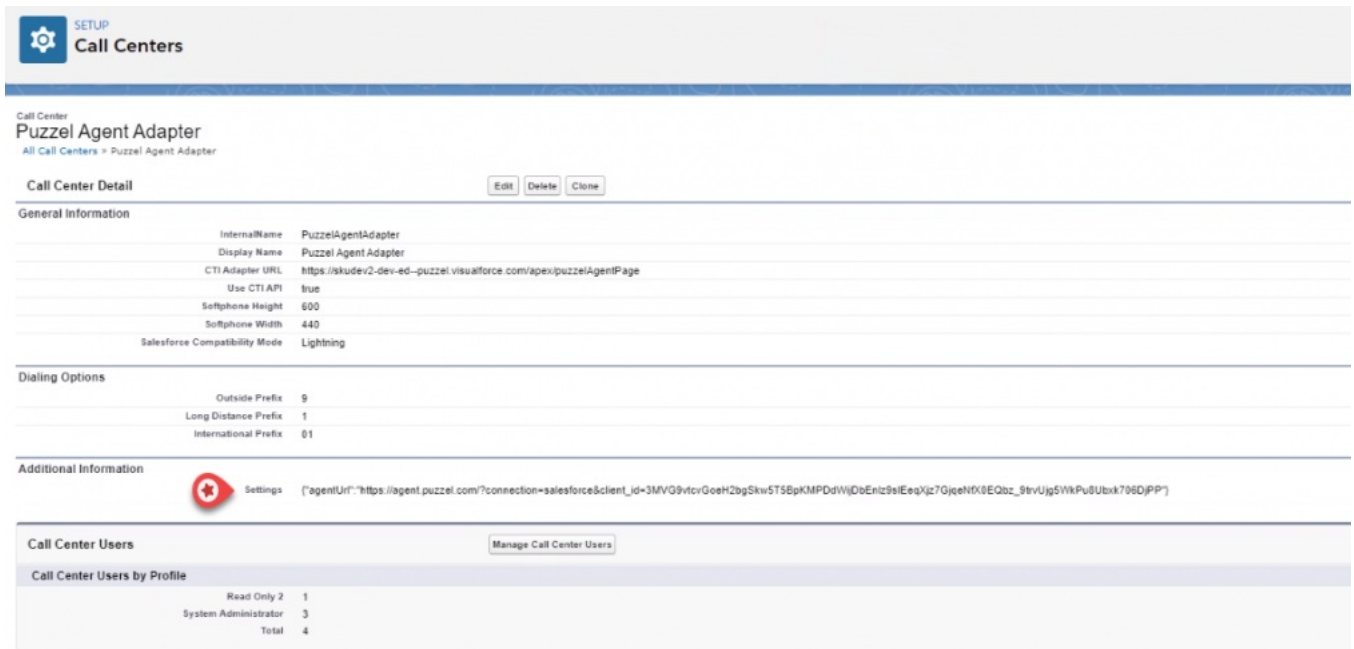
1. Click on the **Settings** icon in the top right corner of the screen and select **Setup** option



2. Type call in the search bar and select **Call Centers** under the **Call Center** option.
3. Select the **Puzzel Agent Adapter Oauth Test** option.



4. Click on **Edit** at the top and add the Puzzel Agent Application URL as shown below for **Settings** parameter under **Additional Information** section and **Save** it.
- ```
{
 "agentUrl": "https://agent.puzzel.com/?
 connection=salesforce&client_id=3MVG9vtcvGoeH2bgSkw5T5BpKMPDdWjDbEnlz9slEeqXjz7GjqeNfX0EQbz_9trvUjg5WkPu8Ubxk706DjPP"}
}
```



5. Logout and log back in into Salesforce. You would now have seamlessly logged into Puzzel Agent Application as well.