

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.

Sign in to Puzzel ?				
Quick find users/user groups	Company Kristian (KHA)	User Group Admin	User Kristian Halvorsen	
	Inherit Value	Inherit Value	Inherit Value	
How many days a password is valid	0	Ø 0	Ø 0	
IP address white list. (Format 1.1.1.0-1.1.1.255;2.2.2.0-2.2.3.255)	2	×	8	
List of extern DEV-15000-DEVFS adfs: devpuzzel-waad waad salesforce sale:	force azure azure		es	
Log user off from external Identity Provider	□ on ○ ● off	On O ® Off	on O 🖲 off	
Reject user to sign in with Puzzel username	on 🛈 🖲 off	on 🛇 🖲 Off	Ø on O ® off	
Show Access Log	□ On ® ○ Off	🗹 on 🖲 Off	On ® Off	
Show Change Log	🖬 🛛 On 🖲 🖓 Off	🖉 on 🖲 Off	Ø On ⊛ Off	
Strong password required	🗹 🛛 🔿 🛞 Off	on O 🖲 off	□ On ® ○ Off	
Two-factor authentication: Email	🗹 🛛 On 🖓 🖲 Off	on 🔍 🖲 off	Ø on © ⊛ off	
Two-factor authentication: SMS	🖸 🛛 On 🖯 🖲 Off	Ø on ⊖ ⊛ off	on O 🖲 off	
Two-factor email from display name	2		2	
Two-factor SMS from (max 11 letters)	Puzzel	Puzzel	Puzzel	
Two-factor SMS Service ID	2575	2575	2575	
Web session timeout in sec. Max 2678400 (=31 days)	43200	✓ 43200	✓ 43200	

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 $\stackrel{\bullet}{=}$ icon against **External user ID**, select

add the Salesforce credentials to and select the username. Click on right con 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.



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User Groups Users Profile To	emplates Pause Reasons Enqui	ry Registration Resource Filters Pro	ducts Access Control Log			
Home > Users > Users > Jay Ku	umar (jayk)					
Edit User jayk	0					
First Name Jay	Last Name Kumar	Username*	Numeric ID See used IDs	Email address jayanthi kumar_test@puzzel.com	Mobile number	
Password	Repeat Password	User Group*	Language*]		
External User ID demointele-waad V jaya demointele-waad	nthi.kuman@salesforce.c <u>Add 10</u> 🚳	0				
Salestorce azure Group Profiles ?						
Personal Profiles ?						
Save User					Back to Users Page	Previous User 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 selectSetup option

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uarterly Performance OSED \$0 OPEN (>70%) \$0	goal 🖋		As of Today 2:55 PM C	Assistant	Setup for current app	
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0 Aug	Sep Closed B Goe	Oct Closed + Open (>70%)				

- 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.



*	Q Search Setup		🖈 🗄 ? 🌣 🐥 👼
Setup Home Object	Manager 🗸		
Q call	Call Centers		
✓ Service ✓ Call Center	All Call Centers		Help for this Page 🥑
Call Centers Directory Numbers	A call center corresponds to a single computer-telephony integration they can use any Call Center features.	on (CTI) system already in place at your organization. Salesforc	e.com users must be assigned to a call center before
Softphone Layouts		Import	
	Action Name †	Version Created Date	Last Modified Date
Didati findudat yayka laaking fari	Edit Del Puzzel Agent Adapter	21/04/2020 15:13	21/04/2020 15:15
Try using Global Search.	Edit Del Puzzel Agent Adapter Oauth Test	11/02/2020 08:33	25/06/2020 08:15

4. Click on Edit at the top and add the Puzzel Agent Application URL as shown below forSettings parameter under Additional Information section and Save it.

{"agentUrl":"https://agent.puzzel.com/? connection=salesforce&client_id=3MVG9vtcvGoeH2bgSkw5T5BpKMPDdWijDbEnlz9sIEeqXjz7GjqeNfX0EQbz_9trvUjg5WkPu8Ubxk706DjPP"}

Call Centers	
Call Center	
All Call Centers > Puzzel Agent Adapter	
Call Center Detail	Edit Delete Clone
General Information	
InternalName	PuzzelAgentAdapter
Display Name	Puzzel Agent Adapter
CTI Adapter URL	https://skudev2-dev-edpuzzel.visualforce.com/apex/puzzelAgentPage
Use CTI API	true
Softphone Height	600
Softphone Width	440
Salesforce Compatibility Mode	Lightning
Dialing Options	
Outside Prefix	9
Long Distance Prefix	1
International Prefix	01
Additional Information Settings	["agentUrt": https://agent.puzzel.com/?connection-salesforce&client_id+3MVG9vtcvGoeH2bgSkwSTSBpKMPDdWijDbEniz9sIEeqXjz7GjqeNfK8EQbz_9trvUjgSWkPu8Ubxk786D/PP")
Call Center Users	Manage Call Center Users
Call Center Users by Profile	
Read Only 2	1
System Administrator	3
Total	4

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