Configure Comm100 for Single Sign-On

Configuring Comm100 for single sign-on (SSO) enables administrators to manage users of Citrix ADC. Users can securely log on to Comm100 by using the enterprise credentials.

Prerequisite

Browser Requirements: Internet Explorer 11 and above

To configure Comm100 for SSO by using SAML:

- 1. In a browser, type <u>https://www.comm100.com/secure/login.aspx</u> and press **Enter**.
- 2. Type your Comm100 admin account credentials (Email and Password) and click Sign in.

Us	er Sign in
must the light	
Auto Login	Forgot your password?
Sign in	

3. In the dashboard page, click **My Account** in the top-right corner.

Comm100			Live Chat	Bot	My Account
 Dashboard 					
🗭 Get Online & Chat	Set up Comm100 Live Chat in	2 steps			
Installation					
🖾 Campaign					
幸 Settings					
🗟 Security					
History	Step 1/2	Step 2/2			
du Reports	Install Live Chat Code	Get Online & Chat			
≫ Social / SMS	Get Code	Start Chat			
F Integrations & API					
Be MaximumOn					

4. Click **Security > Agent Single Sign-On** from the left pane.

Comm100				Live Chat	Bot My Account	٢
 Dashboard 						
🖾 Billing	Permissions					
≗ Agents	Name 🔺		Active	Permission	Administrator	
Permissions Password Policy	<u></u>		Yes	Q 1	Yes	
IP Restrictions Audit Log Agent Single Sign-On		₩ ♦ 1 /1 ₩ ₩ Page Size	e: 30 V Current Pa	ige Items: 1 Total Items	s:1	
👳 Others						

- 5. In the **Agent Single Sign-On** page, turn on the **Enable** toggle button.
- 6. Enter the values for the following fields:

Required Information	Description
SAML SSO URL	IdP logon URL
Remote Logout URL	IdP logout URL
Certificate	Upload the IdP certificate in PEM or CER format. Note: The IdP metadata is provided by Citrix and can be accessed from the link below. The link is displayed while configuring SSO settings for your app. <u>https://gateway.cloud.com/idp/saml/<citrixcloudcust id="">/<app id=""> /idp metadata.xml</app></citrixcloudcust></u>

Agent Single	Sign-On		
Comm100 Agent SSO allows your agents to have a single login across Comm100 and other applications. You only need to log in once and can move swiftly between Comm100 and other applications without the need to log into separate accounts and remember multiple usernames and passwords. Comm100 supports Agent SSO via SAML (Security Assertion Markup Language) or JWT (JSON Web Token).			
Enable YES			
ণ্টু Once Agent SSO is s https://hosted.comm1	et up, your agents can log into the Comm100 account with SSO via the following link: 00.com/AdminManage/LoginSSO.aspx?siteId=:		
SAML SSO			
Agents use the SSO	service via SAML to log into the Comm100 account. Learn more		
SAML SSO URL:			
	This is the URL that Comm100 will invoke to redirect the agents to your Identity Provider.		
	Note that our Assertion Consumer service URL is https://nosted.comm100.com/AdminwebService/SSO/SSOSAMLConsumer.aspx		
Remote Logout URL	consume the distance		
	This is the URL that Comm100 will redirect your agents to after they log out.		
Certificate:	samlcert.pem 🗙		
	You can obtain the certificate from your SAML Identify Provider.		
⊖ JWT SSO			
Save Changes	Discard		

7. Finally, click **Save Changes**.