

AUTOMATING USER PROFILE MANAGEMENT IN THE CONTACT CENTER

Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.





How to use API to manage user profiles more efficiently, ensuring security, compliance, and productivity

Onboarding, off-boarding*, and updating agent profiles across systems can be a time-consuming process for the IT and system administrators charged with ensuring that user profiles are accurate and up to date.

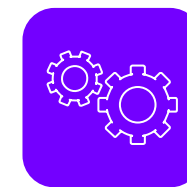
Each time an agent or supervisor is hired, changes roles, or leaves the organization, the profile they use to access business-critical systems and applications must be created, updated, or deactivated. This can be a cumbersome, error-prone process when done manually.

NICE offers a solution. NICE now offers an integration with Okta to synchronize data between the NICE Workforce Management (WFM) suite and other IT systems, streamlining the cumbersome process of profile management.

* supported only by the new API, and not with SCIM.

SUPPORTING THE SYSTEM FOR CROSS-DOMAIN IDENTITY MANAGEMENT (SCIM) STANDARD

With NICE, you can manage user profiles, not just agents, easily with SCIM. With the SCIM standard, user profiles are on-boarded and updated easily through Okta, enabling:



FLEXIBILITY AND AUTOMATION

Import and export agents and supervisors from various identity management systems based on SCIM specifications.



SECURITY

Benefit from a single source to define and control all users across your organization's applications.



AUTO-PROVISIONING

Incorporate automatic allocation or removal of user roles.



PRODUCTIVITY

Ensure uninterrupted access for authorized users and make IT teams and agents more productive.



STREAMLINE EMPLOYEE ADMINISTRATION IN THE CONTACT CENTER

As organizations increasingly adopt cloud-based WFM and other solutions, it is more important than ever to efficiently manage user access to their systems.

SCIM frees administrators for higher-value work by automatically provisioning users while strengthening security, facilitating audit and compliance efforts, and ensuring that agents and supervisors have access to the tools they need to do their jobs, beginning on day one.

THE NICE INTEGRATION WITH Okta ENABLES YOU TO:

Sync users' data via REST API based on SCIM specifications

Import new agents and supervisors (POST)

Get users (GET)

Update users (PUT)

Apply authentication based on a bearer token generated by NICE WFM

Leverage APIs that include mandatory and optional customized attributes

APIs are accessible even if your organization does not use single sign-on (SSO) or a SCIM client such as Okta.

Not currently supported are bulk, groups, patch, and delete operations. Some attributes must be handled and mapped using Okta.