Contact Center SSO with Okta Identity Provider

Contents

Introduction

This document describes the configuration of Identity Service (IdS) and Identity Provider (IdP) for Okta cloud based Single Sign On (SSO).

Product	Deployment
UCCX	Co-resident
PCCE	Co-resident with CUIC (Cisco Unified Intelligence Center) and LD (Live Data)
UCCE	Co-resident with CUIC and LD for 2k deployments. Standalone for 4k and 12k deployments.

Prerequisites

Requirements

Cisco Recommends you have knowledge of these topics:

- Cisco Unified Contact Center Express, Cisco Unified Contact Center Enterprise (UCCE), or Packaged Contact Center Enterprise (PCCE)
- Security Assertion Markup Language (SAML) 2.0
- Okta

Components Used

- UCCE 11.6
- Okta **Note**: This document references UCCE in the screenshots and examples, however the configuration is similar with respect to the Cisco Identity Service (UCCX/UCCE/PCCE) and the IdP.

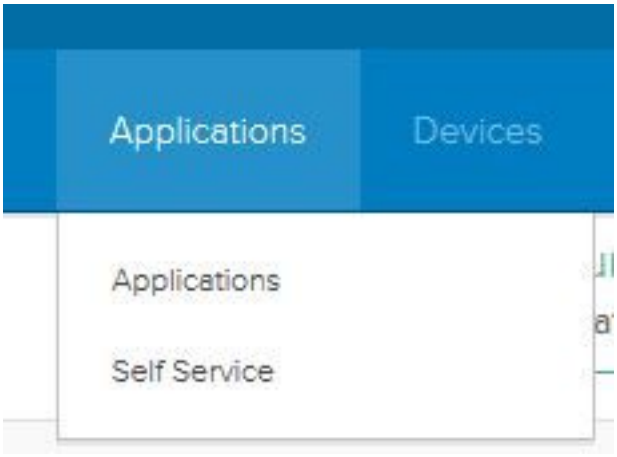
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure Okta as Identity Service Provider

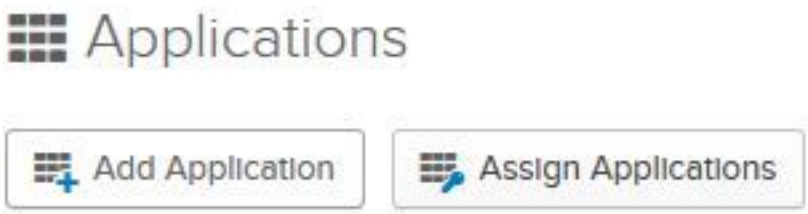
Step 1. Log in to the Identity Service (IdS) webpage and navigate to **Settings** and download the metadata file by clicking **Download Metadata File.**

Step 2. Log in to the Okta server and select the **Admin** tab.

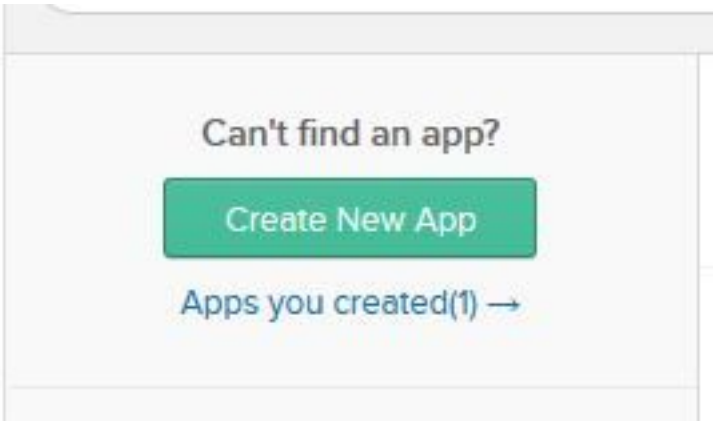
Step 3. From the Okta dashboard, select **Applications** > **Applications.**



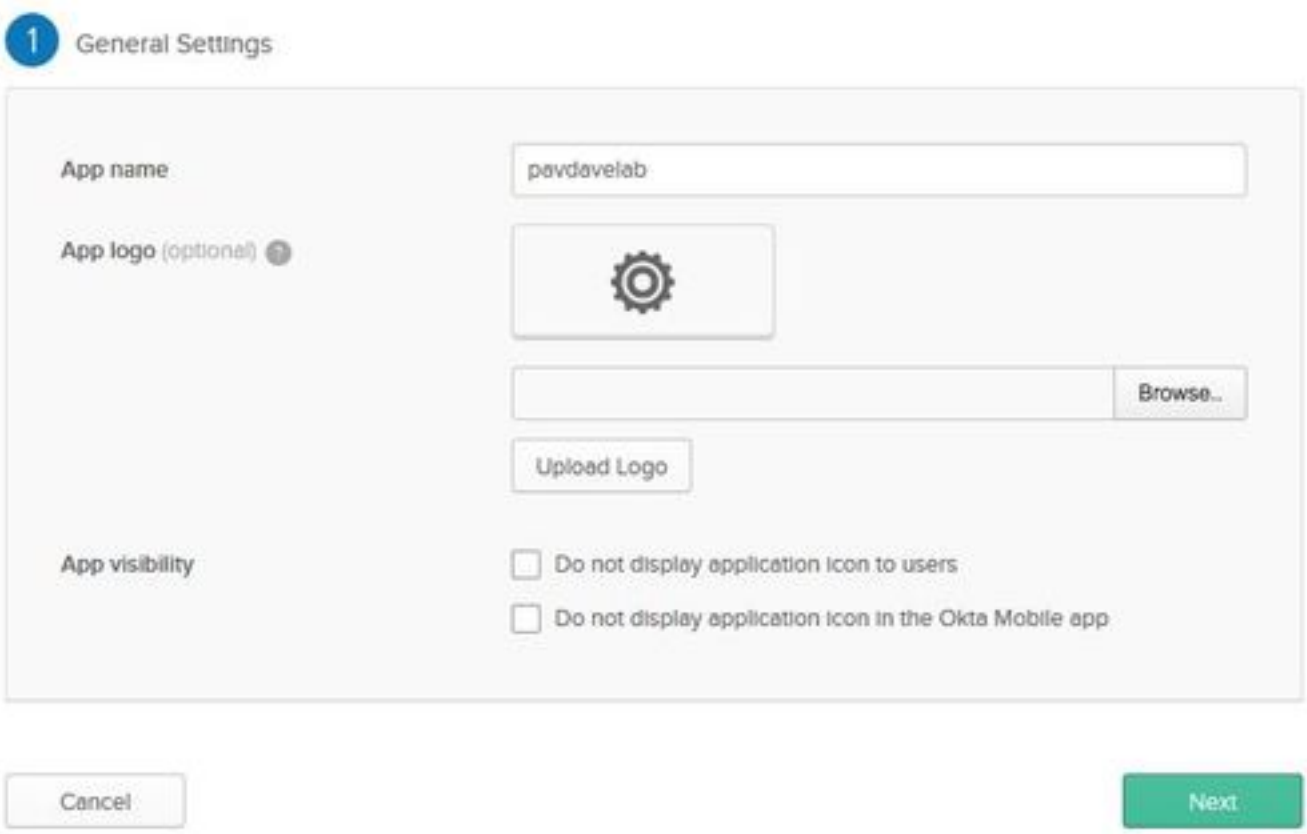
Step 4. Click **Create a New App** to create a new custom application using the wizard.



Step 5. On the Create a New Application Integration window, for Platform select **Web** on the drop-down list and select **SAML 2.0** as the Sign on method and select create.



Step 6. Enter the App name and click **Next**.



Step 7. On the SAML Integration, Create SAML page enter the details.

- **Single sign on URL** - From the metadata file, enter the URL specified in as index 0 of AssertionConsumerService.

```
<AssertionConsumerService Binding="urn:oasis:names:tc:SAML:2.0:bindings:HTTP-POST"
Location="https://cuicpub-ids.pavdave.xyz:8553/ids/saml/response" index="0" isDefault="true"/>
```

- **Use this for Recipient URL and Destination URL** - Check this option to enable matching of the recipient and destination URLs
- **Allow this app to request other SSO URLs** - Check this option if you have multiple IdS nodes in your deployment and want to allow requests from other SSO URLs besides the IdS Publisher.
  - **Requestable SSO URLs**—This field appears only if you check the above check box. You can enter SSO URLS for your other nodes. You can find the ACS URLs in the metadata file by searching for all the AssertionConsumerService (ACS) addresses that use the HTTP-POST Binding. Add those details for this field. Click the Add Another button to add mulitple URLs.
- **Audience URI (SP Entity ID)** - From the metadata file, enter the **entityID** address.

```
<?xml version="1.0" encoding="UTF-8"?><EntityDescriptor
xmlns="urn:oasis:names:tc:SAML:2.0:metadata" entityID="cuicpub-ids.pavdave.xyz">
```

- **Default RelayState** - Leave this field blank.
- **Name ID Format -** Choose **Transient** from the drop-down list.
- **Application username** - Choose the username format that matches the **Username** configured in **Unified CCE Administration > Manage > Agents.**

Note: This screenshot is specific to UCCE/PCCE.

Step 8. Add the required attribute statements.

- **uid** - Identifies the authenticated user in the claim sent to the applications
- **user_principal** - Identifies the authentication realm of the user in the assertion sent to Cisco Identity Service

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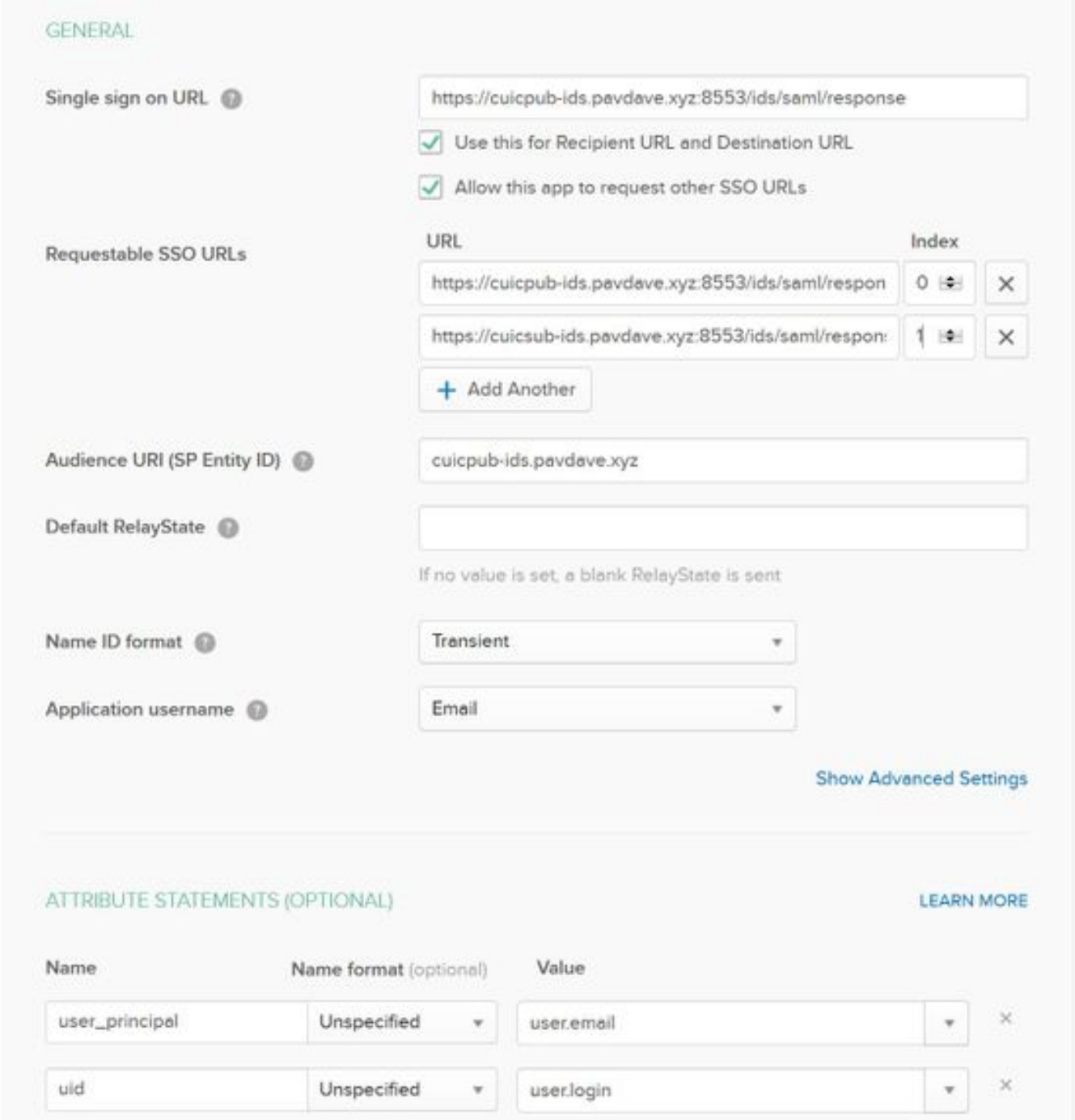


Step 9. Select **Next.**

Step 10. Select "**I'm a software vendor. I'd like to integrate my app with Okta**" and click Finish.

Step 11. On the **Sign On** tab download the **Identity Provider metadata.**

Step 12. Open the downloaded metadata file and change the two lines of NameIDFormat to the following and save the file.

```
<?xml version="1.0" encoding="UTF-8"?><EntityDescriptor
xmlns="urn:oasis:names:tc:SAML:2.0:metadata" entityID="cuicpub-ids.pavdave.xyz">
```

Configure the Identity Service

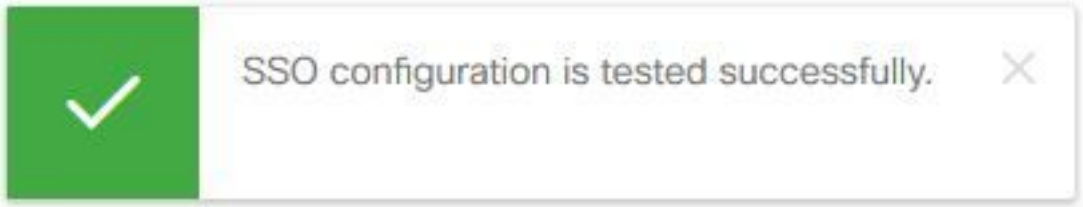
Step 1. Navigate to your Identity Service server.

Step 2. Click **Settings.**

Step 3. Click **Next.**

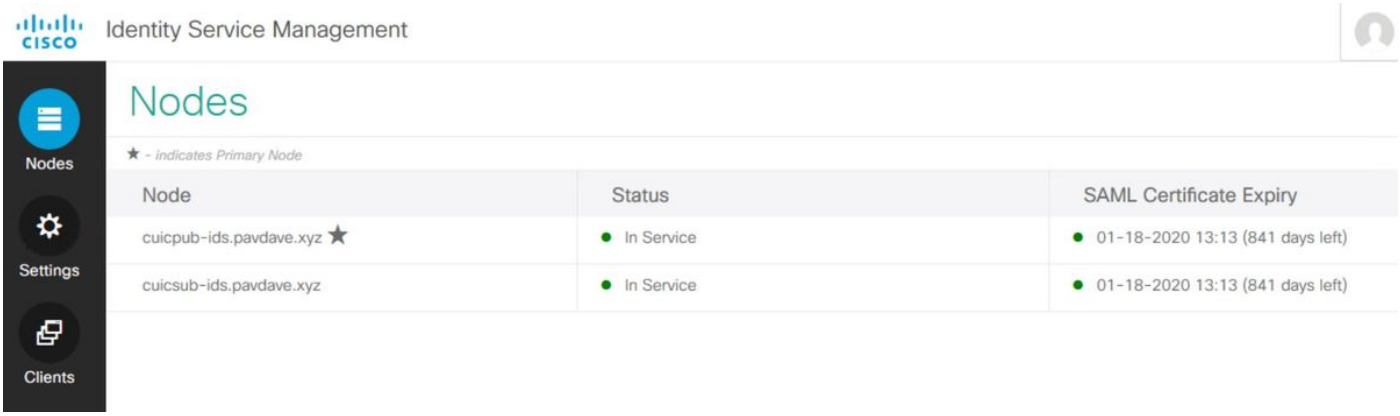
Step 4. Upload metadata file downloaded from Okta and click **Next**.

Step 5. Click **Test SSO Setup**. A new window will prompt a login to authenticate to Okta. A successful login will show a checkmark with **SSO Configuration is tested successfully** on the lower right corner of the screen.



> **Note**: If you are already authenticated to Okta you will not be prompted to log in again but will see a brief pop-up while the IdS verifies credentials.

At this point the configuration of the Identity Service and Identity Providers is complete and should see the nodes in service.



Further Configuration for Single Sign-On

After the Identity Service and Identity Provider are configured, the next step is to set up Single Sign-On for UCCE or UCCX.

- UCCE/PCCE
- UCCX

Further Reading

- UCCE/PCCE Single Sign-On
- UCCX Single Sign-On
- Cisco Unified Communications Manager (CUCM) - Okta Identity Provider Configuration