**Single Sign-On Project**

**Use Cases**

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# Use Cases

## 1. Agents can sign into Comm100 system with existing accounts in SSO system of their company

**Benefits:**

1. Agents can sign into Comm100 system directly with the existing accounts in their SSO system.
2. The customer only need to manage one account system.

**Scenario**:

As an agent, I want to use existing account in SSO system to sign into Comm100 system (My company has enable the agent SSO feature) .

**Solution:**

1. Provide dedicated sign-on URL for web single sign-on. When agents visit this URL, they will be redirected to login page of SSO system automatically. After they enter the right email and password and submit request, they will login to Comm100 system successfully.
2. Add a link with name of “Sign in with agent SSO” at normal sign in panel.

Notes :

1. Sites may use different SSO Systems, So we need to know the specific site to find the right SSO System. When using dedicated sign-on URL, we can get the related information from parameter “siteId”.

e.g. [https://\*\*.comm100.com/adminmanage/](https://**.comm100.com/adminmanage/SSO/login.aspx?siteId=1000)**[SSO](https://**.comm100.com/adminmanage/SSO/login.aspx?siteId=1000)**[/login.aspx?](https://**.comm100.com/adminmanage/SSO/login.aspx?siteId=1000)**[siteId](https://**.comm100.com/adminmanage/SSO/login.aspx?siteId=1000)**[=1000](https://**.comm100.com/adminmanage/SSO/login.aspx?siteId=1000)

When choose option “Sign in with agent SSO” at normal sign in panel, the agent need to enter an email in the next step to help Comm100 system to find the right SSO system.

1. The Comm100 system and SSO System must have account with the same email. Otherwise, the related account can not login.
2. When the agent SSO feature is enable, only site administrator can login successfully with original account in Comm100 system.

## 2. Agents will sign into Comm100 system automatically If they have signed into their SSO System

**Benefits:**

Agents does not have to provide username and password to sign on if they have signed onto another place.

**Scenario**:

As an agent, I have already signed into our SSO system, I would like to sign into Comm 100 system now.

**Solution:**

If an agent has already signed into SSO System, When he visit the dedicated sign-on URL or click the link “Sign in with agent SSO” at normal sign panel, he will sign into Comm100 system automatically, he need not to enter user name and password again.

## 3. When Agents logout from Comm100 System, They will logout from their SSO System automatically

**Benefits:**

Keep the status of login unified.

**Scenario:**

As an agent, I would like to logout from the Comm100 system so that I can sign into Comm100 system with another account. When I logout from comm100 system I will logout from the SSO system automatically. After that, I can use another account in SSO system to login.

**Solution:**

1.Site admin should enable agent SSO feature.

2.The related configuration is correct.

标题 support use SAML or JWT protocol.

## 3. Site admin can configure agent SSO-related settings

**Benefits:**

1. Customer has the right to use or not use this feature.

2. Even if the customer changes the SSO system they use, the feature of agent SSO will still work fine if they update the SSO-related settings in comm100 system.

**Scenario**:

每个公司协议不一样，也可能更新.

1. Our company want to use SSO-related feature. As an admin, I login into Comm100 system, enable the feature and configurate the SSO-related settings.
2. Our company has changed the SSO System we use. As an admin, I update the configuration to make it still work fine.

**Solution:**

**----支持这2种协议，可以灵活修改.**

1. Choose to use SAML or JWT protocol.

2. Admin get the right SSO-related information from IT department.

----只有这个账号同时在我们系统和SSO System 存在才能登录.