**Single Sign-On Project**

**Use Cases**

**Version:1.0 Date:04/28/2018**

# 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 regular sign-on interface.

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 Agents choose option “Sign in with agent SSO” at regular sign-on interface, the agent need to enter an email in the next step to help Comm100 system to find the right SSO system.

1. Comm100 system must has an account with the same email. Otherwise, the related SSO account can not login into 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 into Comm100 System if they have signed into their SSO System.

**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 regular sign-on interface, 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 and SSO system at the same time.

**Solution:**

When an agent logout from Comm100 system, he will logout from their SSO system automatically. If he want to sign into any other system which using SSO account to login, he need to enter user name and password again.

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

**Benefits:**

1. Customer can enable or disable agent SSO-related feature if need be.

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 correctly.

**Scenario**:

1. Our company want to use agent SSO feature. As an admin, I would like to enable this feature in Coom100 system.
2. Our company has changed the SSO System we use. As an admin, I would like to update the configuration to make it still work fine.

**Solution:**

1. Add a switch to enable or disable agent SSO feature.
2. Agent SSO feature is compatible with any SSO system that support SAML or JWT protocol.

## 5. Some operations are prohibited for normal users if the agent SSO feature has been enabled

**Benefits:**

Enhance user experience and system security.

**Scenario**:

The agent SSO feature has been enabled. As an agent, I am a normal user in Comm100 system(not Administrator), I would like to:

1. login with existing account in Comm100 system.
2. Reset my password for Comm100 system.

**Solution:**

The related operations are prohibited for normal users.

## 6. An agent can not login with his SSO account If it not exists an accounts with the same email in Comm100 system

**Benefits:**

Enhance system security.

**Scenario**:

As an Agent, I have an account in our SSO system but I do not have an account in Comm100 system. I would like to login into Comm100 system with my SSO account.

**Solution:**

This operation was prohibited. If the specific agent want to login into Comm100 system with his SSO account, he need to ask the administrator to add an account using the same email in Comm100 system.