**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 would like to sign into Comm100 system. My company has enabled the agent SSO feature, So I can choose to use my comm100 account or SSO account to login. When I choose to use existing SSO account, the login page of our SSO System will be display. I enter the email and password and submit request. After that, I login to Comm100 system successfully.

1. 一次登录以后下次不需要再登了.

+ Use Case , 关了以后可以再登. 有效期.

Solution : 这块我们不管理. 由SSO 那块控制.

**Solution:**

1. Site admin should enable agent SSO feature.

2. The related configuration is correct.

## 2. Agent will logout from their SSO system when he logout from Comm100

**Benefits:**

The agent need not to logout twice. //统一控制登录登出状态. 不会comm100 登出，office 还是登录状态， 我在comm100 登出， salesforce, office 365 全部登出.

**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.