

Genesys Cloud SCIM (Identity Management) overview

Genesys Cloud SCIM (Identity Management) is an implementation of the System for Cross-domain Identity Management (SCIM) version 2.0 specification (RFC-7642, RFC-7643, and RFC-7644). SCIM is an open standard collection of APIs for managing the identities of users.

Genesys Cloud SCIM uses the SCIM APIs to simplify and automate the management of user entities between your identity management system and Genesys Cloud. With SCIM, changes you make to user entities in your system can be easily pushed to a single Genesys Cloud organization or multiple Genesys Cloud organizations.

You can invoke the APIs directly to perform SCIM operations or use one of the published open-source clients. For a current list of open-source clients, see [SCIM implementations](#).

- Genesys Cloud SCIM operations
 - User operations
 - Group operations
 - Rate limits
 - On-premises identity management systems

Genesys Cloud SCIM operations

Genesys Cloud currently supports two main resources with our SCIM APIs: Users and Groups. With Users, you can perform create, read, update, and delete operations. You can also set divisions and roles on users when you create or update users in your system. With Groups, you can search for groups and group memberships, and update group memberships.

The following User operations and Group operations sections describe a typical SCIM workflow.

Important: Perform User operations before Group operations.

User operations

- Call `GET /api/v2/scim/users`. This API returns a list of all configured users in your Genesys Cloud organization.
- Compare that list to the list of known users in your identity management system.

Tip: Use the email address field to compare records.

- Based on differences between these two lists, either create users or update users in your Genesys Cloud organization.
 - To create users, call `POST /api/v2/scim/users`.
 - To update users, call `PATCH /api/v2/scim/users/{userId}`.

Group operations

- Call `GET /api/v2/scim/groups`. This API returns a list of all groups configured in your Genesys Cloud organization.
- Compare that list to the list of known groups in your identity management system.

Tip: Use the group name field to compare records.

- Based on differences between these two lists, update groups in your Genesys Cloud organization with `PATCH /api/v2/scim/groups/{groupId}`.

Rate limits

Genesys Cloud imposes some limits that affect SCIM, such as the maximum number of members allowed in a SCIM group, the maximum number of SCIM operations, and the maximum number of updates to SCIM groups. For more information about current limits that affect SCIM, see the [System for Cross-domain Identity Management](#) section on the Limits page.

On-premises identity management systems

On-premises identity management systems can use Genesys Cloud SCIM to connect to cloud services like Genesys Cloud, but to do so, they require additional setup.

- Implement one of the following options.
 - Operate a SCIM client next to your identity management system.

For a current list of open-source clients, see [SCIM implementations](#).
 - Connect to a hybrid identity solution like Microsoft Azure AD Connect.

For more information, see [Hybrid identity documentation](#) in the Microsoft Azure documentation.
- Configure your identity management system to use the SCIM endpoints: `https://{domain}/api/v2/scim/v2`.
- Sync user entities to your Genesys Cloud organization.

For more information, see [About Genesys Cloud SCIM \(Identity Management\)](#) in the Resource Center.

For more information about SCIM, see [SCIM System for Cross-domain Identity Management](#).

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