



Unified CCX: SSO Configuration

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Introduction

This page provides configuration information for single sign-on (SSO) in the Cisco Unified Contact Center Express (Unified CCX) environment.

SSO is a session or user authentication process that permits a user to provide credentials to access one or more applications. The process authenticates the user for all applications they have been given rights to and eliminates further prompts when they switch applications during a particular session.

The intended audience should be able to perform system-level configuration of Cisco Collaboration components and deployments and be familiar with Cisco Collaboration products.

The configuration information is based primarily on system testing performed during Cisco Collaboration Systems Release 11.5(1).

This topic does not contain detailed step-by-step procedures; for detailed information about installing, configuring, and administering Unified CCX refer to product documentation, see the Related Documentation section.

Design

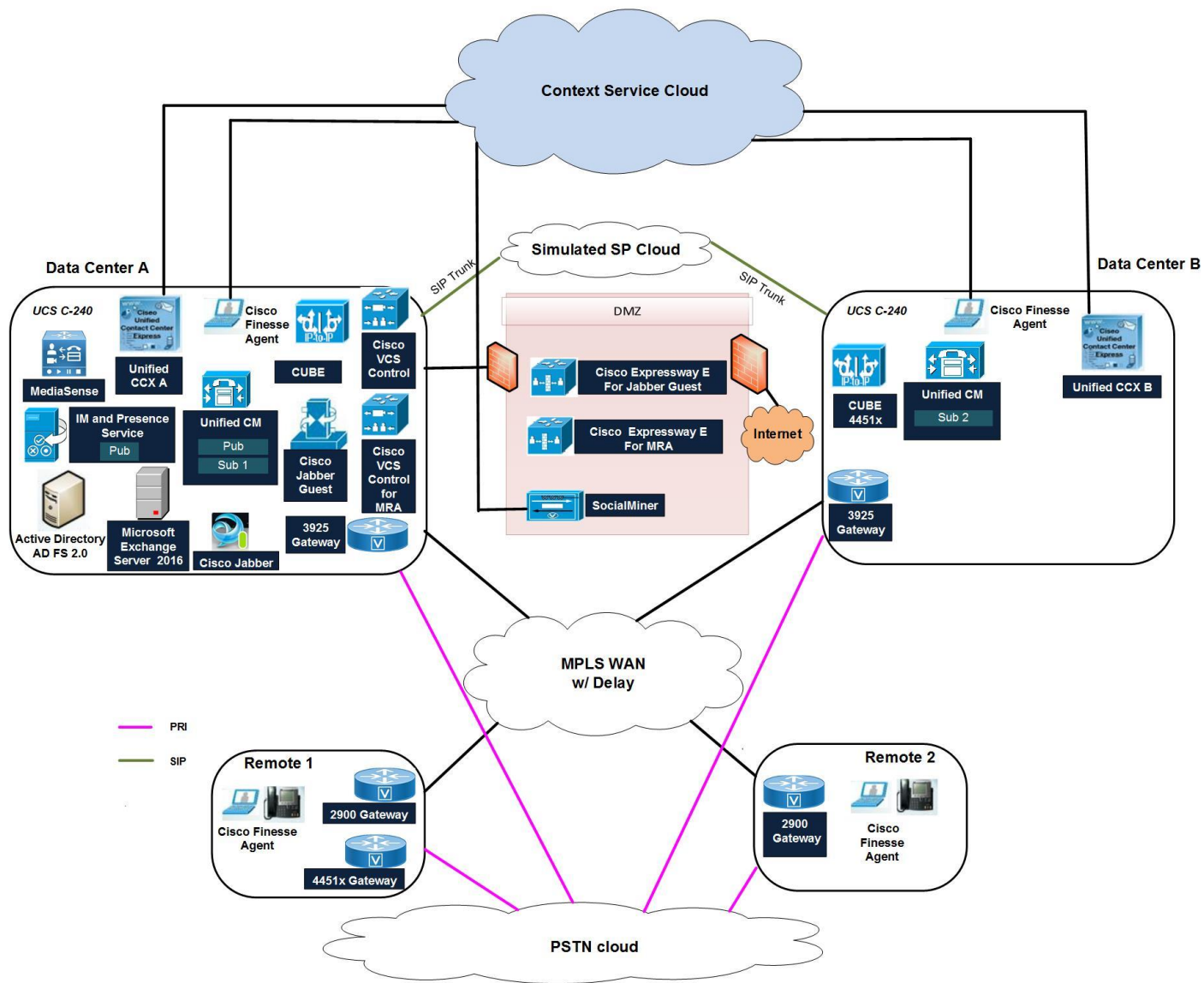
For information on design considerations and guidelines for deploying Unified CCX, see: [Cisco Unified Contact Center Express Design Guide](#).

For information on specific deployments and sites where Context service system testing was performed, see [Cisco Unified Contact Center Express Test Bed for Collaboration Systems Release 11.5\(1\)](#).

Topologies

This section provides information about the Unified CCX deployment. During Cisco Collaboration Systems 11.5(1) testing, various system components were installed, integrated, and tested in several sites.

Unified Contact Center Express Test Architecture



Configuration

This section provides the high-level tasks and related information for configuring for configuring Context Service in Unified CCX environment

The following table provides this information:

- Configuration Tasks: List of high-level configuration tasks.
- System Test Specifics: System test variations from procedures and settings documented in the product documentation.

- More Information: Links to product documentation for detailed configuration information related to the high-level tasks.

Note: Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

Table 1. Unified CCX SSO Configuration

Configuration Tasks	System Test Specifics	More Information
1. Configure the Unified Communications Manager server.		Cisco Unified Communications Manager Install and Upgrade Guides
2. Configure Unified CCX.		Cisco Unified Contact Center Express Install and Upgrade Guides
3. Configure Identity Provider for enabling SSO.		Configure the Identity Provider for Unified CCX based on SSO
4. Enable SSO in Unified CCX.		Cisco Unified Contact Center Express Administration Guide, Release 11.5(1)

Related Documentation

- For installation and configuration information on Unified CCX and other related products, see the product support guides in [System Release Notes for Contact Center: Cisco Collaboration Systems Release 11.5\(1\)](#).
- For information on the IOS commands used to configure infrastructure components, see [Unified CCX Test Bed Configuration Command Files for CSR 11.5\(1\)](#).

Obtaining Documentation and Submitting a Service Request

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