

Observe.AI SCIM: Configuration Guide

If your Organization uses Okta to manage your employees' access to tools and services, you can take advantage of Okta's "Provisioning" feature to automatically grant access to Observe to your users.

The integration between Okta and Observe that enables this provisioning to occur is built around an industry-standard protocol known as [SCIM](#) (System for Cross-domain Identity Management). To learn more about how Okta works with SCIM, please [see this article](#).

Supported Features [↗](#)

The following provisioning features are supported by Observe at present:

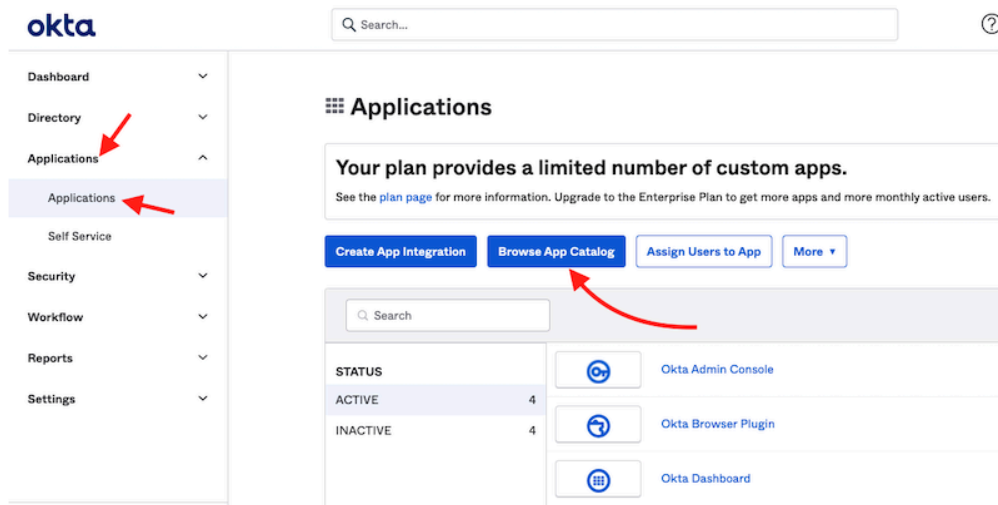
- **Push Users:** Users in Okta that are assigned to the Observe application within Okta are automatically added as users in Observe.
- **Update User Attributes:** When user attributes are updated in Okta, they will be updated in Observe.
- **Deactivate Users:** When users are deactivated in Okta, they will be set to 'disabled' within Observe – which prevents the user from logging into Observe.

Pre Requisites [↗](#)

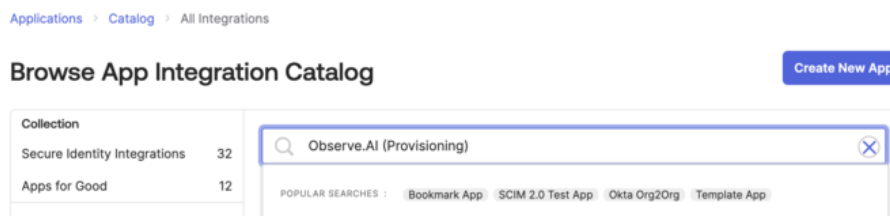
SCIM-based user provisioning is available to all Observe AI customers.

Step-by-step configuration instructions: [↗](#)

1. Click "Applications" > "Applications" > "Browse App Catalog"

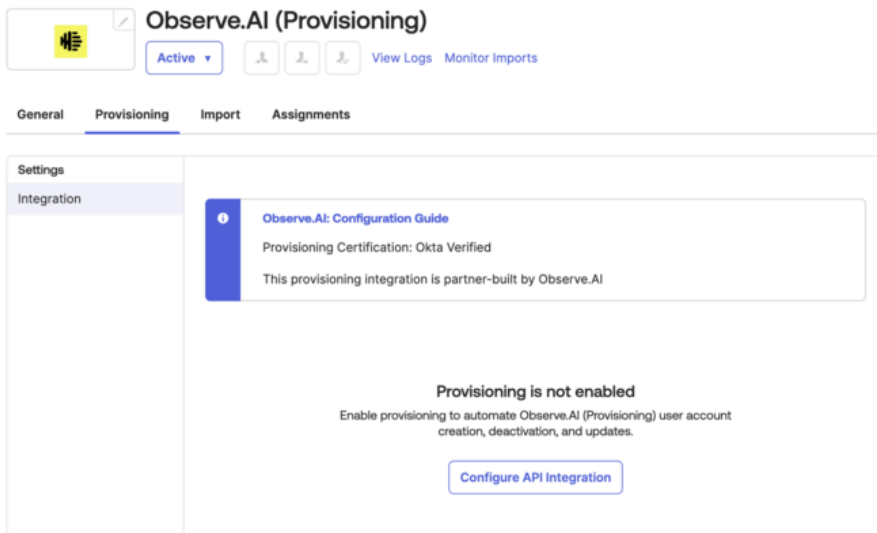


2. Search for "[Observe.AI](#) (Provisioning)".

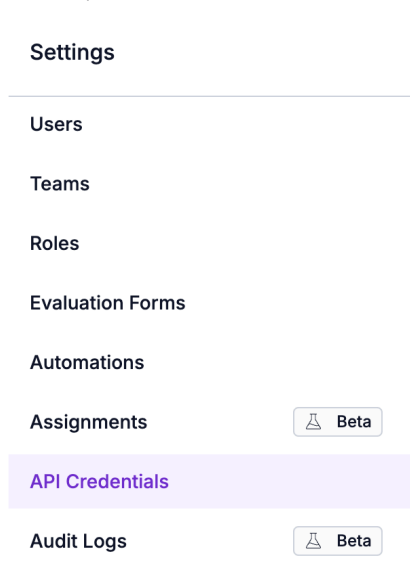


3. Click "Add"
4. Click "Done".

5. Click the “**Provisioning**” tab and click “**Configure API Integration**”



6. Next, click the checkbox “**Enable API Integration**”.
7. Next, log into [Observe.AI](https://app.observe.ai)'s application (app.observe.ai) as an Admin User.
8. Navigate to Settings → API Credentials If API credentials is not visible, kindly email observe's support or your point of contact)



9. Create a new credential or use your existing one this will generate `app_id` and `app_secret` . **Raise a ticket on help.observe.ai with your app_id to increase the token expiry to 365 days.**
10. Generate **OAuth** tokens now using the `app_id` and `app_secret`
Kindly hit the below API after replacing the app_id and app_secret as the one generated in the above step

```
1 curl --location 'https://kong.observe.ai/v1/oauth/token' \  
2 --header 'Content-Type: application/json' \  
3 --data '{  
4     "app_id": "add the app_id here",  
5     "app_secret": "add the app_secret here",  
6     "login_type": "WEB"  
7 }'
```

11. You will get an **auth_token**, copy it and keep it safe. This token should be used to configure the SCIM integration in the Okta application
12. Next, back in Okta under the “**Provisioning**” tab, paste the **API token**:

13. Click on Test API credentials:

Observe.AI (Provisioning)

Active View Logs Monitor Imports

General Provisioning Import Assignments

Settings

To App

To Okta

Integration

Observe.AI: Configuration Guide

Provisioning Certification: Okta Verified

This provisioning integration is partner-built by Observe.AI

Integration Cancel

☒ Enable API integration

Enter your Observe.AI (Provisioning) credentials to enable user import and provisioning features.

API Token *****

Test API Credentials

Save

14. In the “provisioning” tab, go to “To App” section now, and click on Edit

Kindly enable the options of :

Create users

Update user attributes

Deactivate users

General Provisioning Import Assignments

Settings

To App

To Okta

Integration

okta →

Provisioning to App Cancel

Create Users Enable

Creates or links a user in Observe.AI (Provisioning) when assigning the app to a user in Okta.

The default username used to create accounts is set to Okta username.

Set password when creating new users Enable

Update User Attributes Enable

Okta updates a user's attributes in Observe.AI (Provisioning) when the app is assigned. Future attribute changes made to the Okta user profile will automatically overwrite the corresponding attribute value in Observe.AI (Provisioning).

Deactivate Users Enable

Deactivates a user's Observe.AI (Provisioning) account when it is unassigned in Okta or their Okta account is deactivated. Accounts can be reactivated if the app is reassigned to a user in Okta.

Save

DON'T FORGET TO CLICK ON SAVE BUTTON TO SAVE THE ABOVE SETTINGS

15. From now on, the app will be used like any usual Life Cycle management app which can be used for provisioning and deprovisioning.

Important Notes:

1. **Your username should be in the Email format.**
2. [Observe.AI](#) **does not support importing users into Okta.**

This means the "Import Now" functionality is not applicable. All user provisioning is expected to flow **from Okta to [Observe.AI](#)**.

Justification: [Observe.AI](#) is not the source of truth for user identities. Supporting import would add unnecessary complexity and is not aligned with the intended provisioning flow.

3. We have two custom attributes that are used in [Observe.AI](#):
 - a. **Role:** This is a string input that specifies what role a user will have on the Observe Dashboard. A role provided for a user must match exactly what all are created on Observe dashboard.
A User's role can be updated through the SCIM integration
 - b. **User ID (partnerUserId):** The Partner ID field is used by customers to link third-party integrations with our system. This field is populated by customers based on their specific integration needs. Observe.AI does not overwrite or delete previously set partnerUserId values in our system. If a user is created with one partnerUserId (e.g., x) and later updated with another (e.g., y), both values are retained and associated with the same user in our backend.

Troubleshooting and Tips

For questions and any help needed log a ticket on help.observe.ai and we will be happy to help.