

Supported Features

The TOPdesk operator provisioning integration currently supports the following features:

- Create Users
- Update User Attributes
- Deactivate Users
- Sync Password
- Import Users
- Import Groups
- Push Groups

Requirements

1. TOPdesk SaaS instance
2. TOPdesk "Okta SCIM connector" add-on for operators
See <https://marketplace.topdesk.com/okta-scim-connector-for-topdesk/>

3. TOPdesk operator account for Okta

Create a TOPdesk operator with the permissions as indicated in the screenshots below:

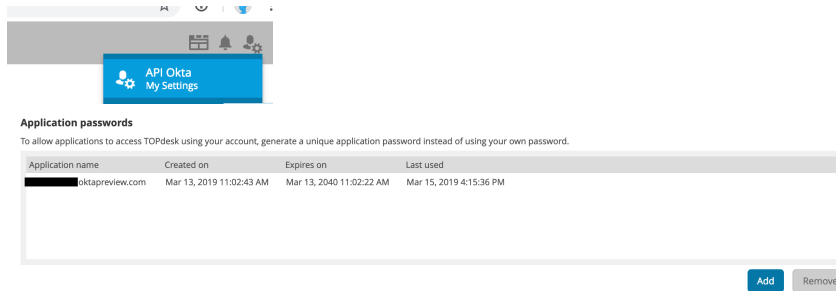
The screenshot shows the 'General' tab of the operator provisioning form for 'Okta, API'. The form includes fields for Surname (Okta), First Name(s) (API), First Initials, Prefixes, Birth Name, Title, Gender, and Language (Nederlands). A location dropdown is set to 'Hoofdkantoor'. The 'TOPdesk Login' section shows 'Login Name' as 'OKTA-API' and 'Login Permission' checked. A 'Copy operator profile' button is visible.

The screenshot shows the 'Authorization' tab of the operator provisioning form. It displays a table of permissions for 'Supporting Files' and 'Reporting API'. The 'Supporting Files' section has a 'Collapse all' link. The 'Supporting Files' table has columns for Read, Write, Create, Delete, Archive, and Create Selection. The 'Reporting API' table has columns for Read, Write, Create, Delete, Archive, and Create Selection.

Supporting Files						
	Read	Write	Create	Delete	Archive	Create Selection
Persons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Person group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operators	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operator Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Permission Groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Login data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting Files Settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reporting API						
	Read	Write	Create	Delete	Archive	Create Selection
REST API	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use application passwords	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next, login as this operator and create an application password:



4. SCIM base URL

This URL is provided by FuseLogic and comes with the TOPdesk add-on stated in requirement 2.

Configuration Steps

1. Enable API Integration
2. For **Base URL**, enter the received SCIM base URL
3. For **API Token**, enter the 'login name' of the TOPdesk operator user, followed by a colon, followed by the TOPdesk operator application password. For example: "OKTAAPI:lou94-lfoem-l9aqw-c0iyh-l839c"
4. Click **Test API Credentials**
5. Click **Save**
6. Next, configure Okta provisioning settings as with any other app.

Additional attributes can be added using the Okta profile editor. See Appendix A: Supported TOPdesk operator attributes for currently supported TOPdesk attributes for operators. The 'external namespace' must be 'urn:ietf:params:scim:schemas:extension:topdesk:2.0:User'.

Known Issues/Troubleshooting and Tips

- TOPdesk 'operator group' provisioning is supported, but 'permission group' provisioning is currently not possible, due to TOPdesk API limitations.
- If no branch name is provided, the TOPdesk operator will be created in the first branch returned by the TOPdesk API.
- If a branch name is provided and it does not yet exist in TOPdesk, an error will be returned which will result in an open task in Okta.
- If a location name is provided and it does not yet exist in TOPdesk, an error will be returned which will result in an open task in Okta.
- If a department name is provided and it does not yet exist in TOPdesk, it will be created.
- If a budgetholder name is provided and it does not yet exist in TOPdesk, it will be created.
- It is not required to use the password sync functionality. A SAML integration is recommended for authentication. You can use the separate TOPdesk SAML integration in OIN on top of this provisioning integration for TOPdesk operators.

Appendix A: Supported TOPdesk operator attributes

The following attributes are currently supported for provisioning:

Attribute name	Type
accountManager	boolean
branch.name	string
budgetHolder.name	string
changeActivitiesOperator	boolean
changeCoordinator	boolean
contractManager	boolean
department.name	string
email	string
employeeNumber	string
extensiveChangeOperator	boolean
externalHelpDeskParty	boolean
firstLineCallOperator	boolean
firstName	string
gender	enum [UNDEFINED, MALE, FEMALE]
installer	boolean
knowledgeBaseManager	boolean
location.name	string
loginName	string
loginPermission	boolean
mobileNumber	string
networkLoginName	string
operationsManager	boolean
operationsOperator	boolean
planningActivityManager	boolean
problemManager	boolean
problemOperator	boolean
projectActivitiesOperator	boolean
projectCoordinator	boolean
requestForChangeOperator	boolean
reservationsOperator	boolean
scenarioManager	boolean
secondLineCallOperator	boolean
serviceOperator	boolean
simpleChangeOperator	boolean
stockManager	boolean
surName	string
telephone	string
password	string