Syncing Users' Privileges from Imagicle LDAP Module, generic LDAP Server or AD

Description:

This article explains how to synchronize Imagicle permissions with Imagicle LDAP server, generic LDAP or Active Directory privileges.

Source configuration

Imagicle LDAP Server

Before starting the synchronization the following steps should be performed on the Imagicle LDAP server:

1. After logging in to the server, go to "Administrative settings" tab and then expand "User fields configuration".
2. Locate the applications privileges under column "Available fields". Note that they start with the prefix "priv":

privAtt: privilege for blues cti server
privBdg: privilege for budget control
privBib: privilege for billy blues
privHtl: privilege for hotel link
privIvr: privilege for ivr module for qme
privIvy: privilege for ivory
privMai: privilege for users management
privQme: privilege for queue manager enterprise
privRec: privilege for call recording
privSam: privilege for ssam
privSfx: privilege for stonefax
privSlo: privilege for stonelock
privSpd: privilege for for speedy deirectory enterprise

3. Click or drag the required privilege (privQme for instance), to make it appear as a user attribute. After all the desired privileges are added, click on "Save".
4. Now any existing, newly created or imported user into the Imagicle application suite will have the privileges added in the previous step as additional attributes. Check in the below screenshot the newly added QME privilege (its default value is empty):

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Customer Portal settings

Administrative settings

Customers

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⊟ 🖻 dc=example,dc=com (4)
  ⊟ 👥 ou=cluster1 (1)
    └ 👥 ou=customer1 (1)
  ⊞ 👥 ou=officialstresstest (10)
  ⊞ 👥 ou=Policies (1)

uid=sample.user@anyexternaldomain.com

🗑 Delete

Privilege for Queue Manager Enterprise
AdvancedSupervisor

First name
Example

Last Name
User   *

Department
Executive Sales

Email
fake_mail_0@nowhere.org

Work Phone Number
501203

User ID
sample.user@anyexternaldomain.com *

RENAME

Common Name
Sample User   *

The value "Advanced Supervisor" configures relevant use as queue's "Advanced supervisor" on Advanced Queuing application.

The table below lists all available permissions, with configurable privileges for each Imagicle applications:

Att Name	Description	Priv name
privMai	Users management default users' permission	Default
privMai	No access to users management	BasicUser
privMai	Access to department users list	DepartmentUsersSupervisor
privMai	Access to department users management	DepartmentUsersManager
privMai	Complete users management	CompleteUsersManagement
privMai	System admin	Administrator
Att Name	**Description**	**Priv name**
privBib	Call Analytics default users' permission	Default
privBib	No access to Call Analytics data	NoAccess
privBib	Call Analytics access to own data only	BasicUser

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Att Name	Description	Priv name
privBib	Call Analytics access to whole own dept. data	DepartmentSupervisor
privBib	Call Analytics access to whole own Cost Center data	CostCenterSupervisor
privBib	Call Analytics access to whole own Office Location data	OfficeLocationSupervisor
privBib	Call Analytics access to whole Call Accounting data	GlobalSupervisor
privBib	Call Analytics Administrator	Administrator
Att Name	**Description**	**Priv name**
privBdg	Budget Control default users' permission	Default
privBdg	No access to Budget Control data	NoAccess
privBdg	Budget Control access to own budget data	BasicUser
privBdg	Budget Control access to whole own dept. budgets	DepartmentManager
privBdg	Budget Control access to whole own Cost Center budgets	CostCenterManager
privBdg	Budget Control Administrator	Administrator
Att Name	**Description**	**Priv name**
privSlo	Phone Lock default users' permission	Default
privSlo	No access to Phone Lock line	NoAccess
privSlo	Phone Lock access to own phone line	BasicUser
privSlo	Phone Lock access to all phone lines associated to own dept.	DepartmentManager
privSlo	Phone Lock Administrator	Administrator
Att Name	**Description**	**Priv name**
privSfx	Digital Fax default users' permission	Default
privSfx	No access to Digital Fax documents	NoAccess
privSfx	Digital Fax access to own fax documents	BasicUser
privSfx	Digital Fax access to all fax documents associated to own dept.	DepartmentManager
privSfx	Digital Fax Administrator	Administrator
Att Name	**Description**	**Description**
privSpd	Contact Manager default users' permission	Default
privSpd	No access to Contact Manager directories	NoAccess
privSpd	Contact Manager access to own directories	BasicUser
privSpd	Contact Manager access to all directories associated to own dept.	DepartmentManager
privSpd	Contact Manager access to all directories	DirectoryManager
privSpd	Contact Manager Administrator	Administrator
Att Name	**Description**	**Priv name**
privIvr	Auto Attendant default users' permission	Default
privIvr	No access to Auto Attendant services	NoAccess
privIvr	Access to Auto Attendant services, only if assigned as AutoAtt Manager	BasicUser
privIvr	Auto Attendant Administrator	Administrator
Att Name	**Description**	**Priv name**
privQme	Advanced Queuing default users' permission	Default
privQme	No access to Advanced Queuing queues	NoAccess
privQme	Access to Advanced Queuing queues, only if assigned as queue Supervisor or Advanced supervisor	BasicUser
privQme	Access to Advanced Queuing queues as Supervisor	Supervisor
privQme	Access to Advanced Queuing queues as Advanced Supervisor	AdvancedSupervisor
privQme	Advanced Queuing Administrator	Administrator
Att Name	**Description**	**Priv name**
privIvy	IVR Manager default users' access	Default
privIvy	No access to IVR Manager scripts	NoAccess

privIvy	IVR Manager Administrator	Administrator
Att Name	**Description**	**Priv name**
privRec	Call Recording default users' permission	Default
privRec	No access to Call Recording data	NoAccess
privRec	Call Recording access to own data only	BasicUser
privRec	Call Analytics access to whole own recording group data	GroupSupervisor
privRec	Call Recording Administrator	Administrator
Att Name	**Description**	**Priv name**
privHtl	Hotel Services default users' access	Default
privHtl	No access to Hotel Services panel and configurations	NoAccess
privHtl	Hotel Services Administrator	Administrator
Att Name	**Description**	**Priv name**
privCx	Conversational AI default users' permission	Default
privCx	No access to Conversational AI web portal	NoAccess
privCx	Conversational AI system administrator	Administrator

Generic LDAP server or Active Directory

In case you are not having an Imagicle LDAP Server you can leverage an existing LDAP server or Active Directory server, in this case you need to create custom attributes with the names and the values described above.

It is also possible to use other attributes for the privileges mapping. Please contact Imagicle support for more details.

Privileges Sync

Note: it's not needed to configure/create all the attributes, it's possible to create only the needed one

The following steps describe how to set the Synchronization to import privileges between Imagicle UC Suite and the external server.

In the Imagicle UC Suite interface, assuming that there an LDAP data source already configured:

- Browse to ADMIN -->User Management-->Synchronize users with an external data source-->Configure Sync Rules.
- Change ADAPTER'S RULE TYPE to "LDAP" or "ACTIVE DIRECTORY
- Scroll down to "User permissions" and choose "Import every time from source".
- Click on Save
- Click on "Back" and then click on "Run Now" to start the users synchronization with their privileges. If users are already synced, then this step just synchronizes their privileges and update their permissions accordingly.