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Finding a field name for User Auth Data

<u>CRM</u> - (۱) تعلیقات - Ben Henley - 2023-09-13

. You can import data from an external usersource into a custom User Auth Data user field within Deskpro

. To set this up, you need to enter the ${f Field\ Name}$ of the usersource in the User Auth Data field settings

To do this, go to the settings for the usersource's authentication app in Admin > CRM > Auth & SSO or Admin > Agents > Auth & SSO

.Use **Test Settings**

Click **Show user data** (for Active Directory, SAML, and database auth) or **Show log** (for SAML, Okta, .(.OneLogin, etc

You will see a list of attributes showing the field name to use. If the name is surrounded by square brackets, do .not enter them into Deskpro e.g. instead of [telephonenumber], use telephonenumber

Success

Your settings appear to be valid.

Show log

Raw user data:

```
Your settings appear to be valid.

Log:

middleName.0:
honorificPrefix.0:
honorificSuffix.0:
title.0: Mr
displayName.0: Bucky
nickName.0:
profileUrl.0:
secondEmail.0:
mobilePhone.0: 555-1234-567
primaryPhone.0:
```

. For specific instructions for your usersource, see $\underline{\mbox{Filtering a Usersource}}$ in the Admin Guide