Single Sign-On (SSO)

Section	Detail
Navigation	`Admin → Integrations → Single Sign-On`
Alt Navigation	`Menu → IT and Integrations → Single Sign-On`
Required Permission	`Single Sign-On > Provider > Add, Delete, Edit, View`
Also Requires	Admin role in your organization's identity provider account
Protocol	SAML 2.0
Max SSO Integrations	Up to **30** per organization (same or mixed IdPs)
Module Context	Part of **Integration Management** / **Platform Access Control**

> **Verified against Genesys Cloud Resource Center — March 2026**

Overview

Genesys Cloud SSO allows users to authenticate using existing corporate identity provider (IdP) credentials instead of separate Genesys usernames and passwords. Genesys Cloud acts as the **Service Provider (SP)** and delegates authentication to a trusted external **Identity Provider (IdP)** via the SAML 2.0 protocol.

Genesys Cloud uses a **client integration strategy** — rather than supporting fully open-ended custom SAML integrations, it provides pre-built integrations for common providers and a Generic SSO Provider option for any IdP that supports SAML 2.0.

> **SSO vs. OAuth:** SSO authenticates *users* into the platform. OAuth authenticates *applications and integrations* to access the Platform API. They serve different purposes and work alongside each other.

Key Concepts

Topic	Explanation
Identity Provider (IdP)	External authentication service (e.g., Microsoft Entra ID / Azure AD, Okta, Google Workspace, OneLogin)
Service Provider (SP)	Genesys Cloud — receives and validates SAML assertions from the IdP
SAML 2.0	Open standard protocol for exchanging authentication information between IdP and SP
SAML Assertion	Cryptographically signed XML message the IdP sends to Genesys Cloud confirming user identity
Metadata File	XML file provided by the IdP containing Issuer URI, SSO URL, SLO URL, and certificate info — importing it auto-populates Genesys Cloud config fields
SP-Initiated SSO	User starts at Genesys Cloud login page → redirected to IdP → authenticated → returned to Genesys Cloud
IdP-Initiated SSO	User logs into IdP portal → selects Genesys Cloud → lands directly in the platform
Clock Skew Limit	The time difference between Genesys Cloud and the IdP cannot exceed **10 seconds** — larger skew causes authentication failures

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Supported Identity Providers

Genesys Cloud provides pre-built integrations for the most common SAML 2.0 providers including Microsoft Entra ID (Azure AD), Okta, Google Workspace, OneLogin, and others. A **Generic SSO Provider** option is also available for any IdP that supports SAML 2.0.

> If your IdP is not listed, use the Generic SSO Provider tab. You can also submit a request to Genesys to have your provider added.

Prerequisites

Requirement	Detail

Genesys Cloud permission	`Single Sign-On > Provider > Add, Delete, Edit, View`
Identity provider admin access	Admin role in your organization's IdP account
Matching email address	User email must be the same in both the IdP account and Genesys Cloud
IdP metadata file	XML file from your IdP containing issuer URI, SSO URL, SLO URL, and certificate
Encoded public certificate	X.509 certificate from your IdP for SAML signature validation
Users pre-provisioned	Users must already exist in Genesys Cloud before authenticating via SSO

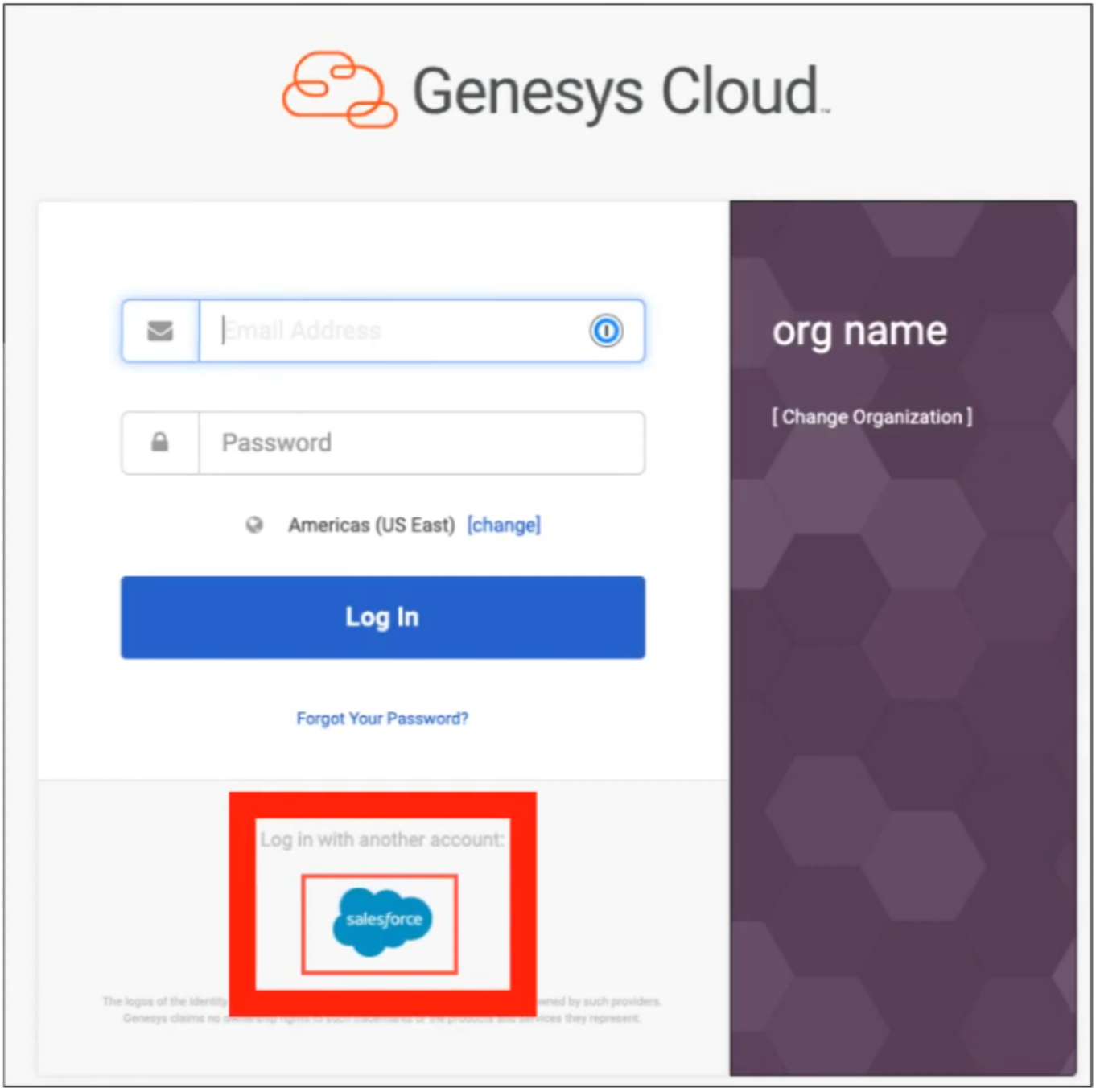
SSO Page Overview

The Single Sign-On page lists all configured SSO integrations with the following details per integration:

Column	Description
Name	Login display name for the SSO integration
Logo	Provider logo displayed on the login page
Identity Provider	Name of the IdP type configured
Certificate Expiration	Expiry date of the X.509 certificate — monitor to prevent auth failures
Actions	Click **More (⋮)** to edit or delete the integration

Columns can be sorted by Name, Identity Provider, and Certificate Expiration. The page also provides buttons to **Add an Identity Provider** and **Download Genesys Certificate**.

> ⚠ Only **6 SSO integrations** display directly on the Genesys Cloud login page. If more than 6 are configured, the additional providers appear in a dropdown list on the login page.



Creating an SSO Integration

Step-by-Step

1. Click **Admin → Integrations → Single Sign-On**
2. Click **Add an Identity Provider**
3. Enter a **name** for the integration

4. Select **Display Name On Login Page** if you want the name visible on the login screen (not available if you have more than 6 providers)
5. Select or type your **Identity Provider Name** from the list
6. Upload a **logo** (SVG format only, max **25 KB**) — or drag and drop the file
7. In the **Identity Provider Data** section, click **Select SAML metadata to import** (or drag and drop the file) — this auto-populates all required fields
8. Review and confirm the populated fields
9. Click **Save**

After saving, Genesys Cloud generates its own SAML metadata for you to provide back to your IdP.

Identity Provider Configuration Fields

Field	Description
Issuer URI	The IdP's unique Issuer ID (entityID)
Single Sign-On URI	The IdP's SSO URL where authentication requests are sent
Single Sign-On Binding	Sign-in binding specified by the IdP
Sign Authentication Requests	Optional — digitally signs outbound SAML requests for added security
Single Logout URI	The IdP's logout URL
Single Logout Binding	Logout binding specified by the IdP (default: HTTP Redirect)
Name Identifier Format	Format specified by the IdP (use Unspecified if unknown)
Certificate	X.509 certificate for SAML signature validation — supports **up to 5 certificates** per SSO config for continuity during rotation

> Importing the IdP metadata file automatically populates all of the above fields.

Certificate Management

Each SSO integration supports **up to 5 X.509 certificates**. This allows certificate rotation without breaking authentication — if one certificate expires or becomes invalid, Genesys Cloud uses the next valid certificate automatically.

To download the Genesys Cloud certificate to send to your IdP, click **Download Genesys Certificate** on the SSO page.

SAML Assertion Decryption (November 2025)

Genesys Cloud supports SAML assertion decryption, adding an additional security layer for SSO. IdPs can encrypt SAML assertions using the Genesys Cloud public encryption certificate — Genesys Cloud then decrypts the assertion securely during authentication.

- **No configuration required in Genesys Cloud** to enable this
- Download the **Genesys Encryption Certificate** from either the main SSO page or the individual provider config page and send it to your IdP to configure encrypted assertions on their end

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SAML Attributes

If the following attributes are present in the SAML assertion, Genesys Cloud acts on them. All attributes are **case-sensitive**.

Attribute	Behaviour
AuthorizedClientIDs	Enumerates which OAuth client IDs the authenticated user is authorized to access. If the user attempts to access an unlisted client, they are redirected back to the IdP for re-verification. Useful for controlling access to specific apps (e.g., WebRTC Media Helper, Genesys Tempo) without using the more restrictive IP Allowlist feature.
OrganizationName	For IdP-initiated SSO: use the org short name. For SP-initiated SSO: must match the org name selected at login. Required when one IdP manages multiple Genesys Cloud orgs.
ServiceName	Optional. A valid URL to redirect to after successful authentication, or one of these keywords: `directory` (redirects to Genesys Cloud Collaborate) or `directory-admin` (redirects to the Admin UI).

SSO Authentication Workflow

User Opens Genesys Cloud Login
↓
Selects SSO Provider (SP-Initiated)
— OR —
Logs into IdP Portal (IdP-Initiated)
↓
Redirected to Identity Provider
↓
User Authenticates with Corporate Credentials
↓
IdP Sends Signed SAML Assertion to Genesys Cloud
↓
Genesys Cloud Validates Assertion (certificate + clock skew check)
↓
User Session Created — Access Granted per Genesys Roles

Genesys Cloud Metadata Exchange

Pairing requires configuration on **both sides**:

Direction	What to Exchange
IdP → Genesys Cloud	IdP provides SAML metadata XML (Issuer URI, SSO URL, SLO URL, certificate)
Genesys Cloud → IdP	After saving, download Genesys Cloud SAML metadata and send to your IdP for their configuration

Limitations & Constraints

Constraint	Detail
Protocol	Only SAML 2.0 supported for SSO

Constraint	Detail
User pre-provisioning required	Users must exist in Genesys Cloud before SSO authentication
Clock skew	Max 10 seconds allowed between Genesys Cloud and IdP system clocks
Max integrations	Up to 30 SSO configurations per org
Login page display limit	Only 6 SSO providers shown directly on login page; additional providers appear in dropdown
Logo format	SVG only, max 25 KB
Certificates per config	Maximum of 5 X.509 certificates per SSO integration
Assertion encryption	Genesys Cloud does not support assertion encryption for outbound requests — channel is TLS-encrypted instead
Desktop app limitation	The Genesys Cloud desktop app does not support browser extensions. Azure Conditional Access policies requiring a browser extension will not work with the desktop app — use a supported browser instead
Dual-side configuration	SSO requires configuration both in Genesys Cloud and in the identity provider

Best Practices

Practice	Reason
Use a trusted, enterprise-grade IdP	Ensures reliable and secure authentication
Enforce MFA at the IdP level	Adds a second factor before SAML assertion is issued
Upload multiple certificates proactively	Prevents auth failures during certificate rotation
Monitor certificate expiration dates	Expired certificates silently break SSO logins
Test SSO in a non-production org first	Avoid login disruptions when rolling out
Keep IdP and SP clock times in sync	Clock skew > 10 seconds causes authentication failures
Document all SSO integrations	Maintain governance, especially when managing up to 30 configs

Troubleshooting

Issue	Cause	Resolution

SSO login failure	Incorrect SAML configuration	Re-import metadata file and verify all fields
Invalid assertion error	Certificate mismatch	Update or upload the correct certificate
User cannot authenticate	User not provisioned in Genesys Cloud	Create the user account before they attempt SSO login
Login redirect loop	Incorrect IdP SSO URL or binding	Verify SSO URI and binding type in config
Clock skew error	System time difference > 10 seconds	Sync clocks between Genesys Cloud and IdP
SSO not working in desktop app	Browser extension required by Azure policy	Use a supported browser with the extension installed
More than 6 providers not visible on login	Login page limit reached	Providers 7+ appear in a dropdown — expected behaviour

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Exam Cheat Sheet

Question	Answer
What protocol does Genesys Cloud SSO use?	SAML 2.0
What permission is required to configure SSO?	`Single Sign-On > Provider > Add, Delete, Edit, View`
Where is SSO configured?	`Admin → Integrations → Single Sign-On`
How many SSO integrations can one org have?	Up to 30
How many providers appear directly on the login page?	6 — additional providers appear in a dropdown
What does importing a SAML metadata file do?	Auto-populates all IdP config fields
What is the max number of certificates per SSO config?	5 — allows rotation without breaking authentication
What is the clock skew limit?	10 seconds between IdP and Genesys Cloud
What are the two authentication flows?	SP-Initiated (starts at Genesys login) and IdP-Initiated (starts at IdP portal)
Do users need to exist in Genesys Cloud for SSO?	Yes — users must be pre-provisioned before they can SSO in
What is SAML assertion decryption?	A feature (added Nov 2025) where IdPs encrypt assertions using Genesys's public encryption cert — no Genesys config required
What does the AuthorizedClientIDs SAML attribute do?	Controls which OAuth clients an SSO-authenticated user can access
What logo format is required for SSO providers?	SVG only, max 25 KB

Question	Answer
Does the Genesys desktop app support SSO with browser extensions?	No — Azure Conditional Access policies requiring browser extensions won't work with the desktop app

Chapter Placement

> **SSO belongs in the same chapter as OAuth Clients, Authorized Applications, and Authorized Organizations** — all fall under **Integration Management / Platform Access Control** within the Platform Operations chapter. They form a cohesive set of topics covering how users and applications authenticate and gain access to Genesys Cloud.

See Also

- **OAuth Clients** (`Admin → Integrations → OAuth`) — application-level authentication, counterpart to user-level SSO
- **Authorized Applications** — manage OAuth application scopes and revocation
- **Authorized Organizations** — grant user access across Genesys Cloud orgs (pairing)
- **Generic SSO Provider** — configure SSO for any SAML 2.0-compatible IdP not in the pre-built list
- **Configure Genesys Cloud to Authenticate with SSO Only** — optionally disable native Genesys login entirely

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