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Gplus Adapter 8.0 for Siebel CRM Deployment Guide

Synchronizing user passwords from Siebel to Genesys using Configuration
Synchronization

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Contents

- 1 Synchronizing user passwords from Siebel to Genesys using Configuration Synchronization
 - 1.1 Configuring Genesys
 - 1.2 Configuring Siebel
 - 1.3 Security Considerations

Synchronizing user passwords from Siebel to Genesys using Configuration Synchronization

The Configuration Synchronization component supports synchronizing user passwords from Siebel to Genesys.

Configuring Genesys

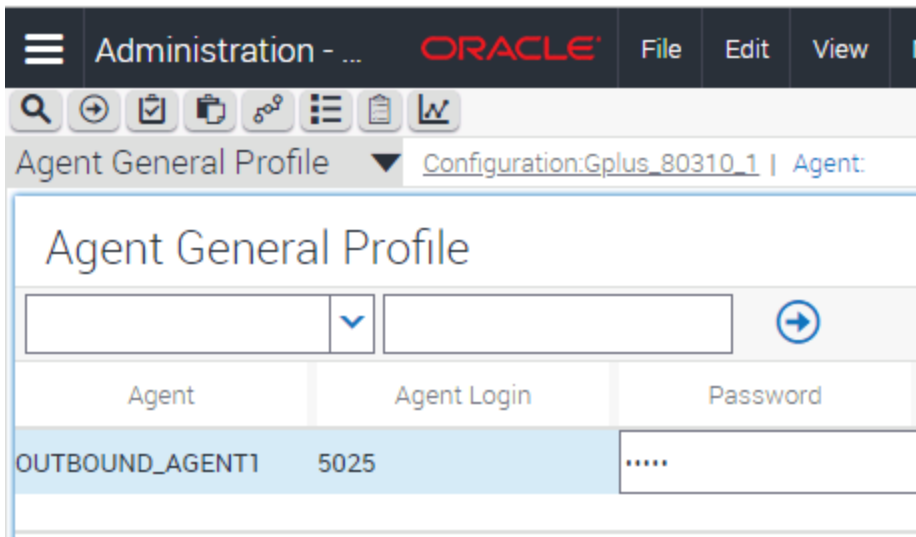
No special configuration is required.

Configuring Siebel

A new configuration option has been introduced on the Siebel side. A new user property field, **PasswordSynchronization**, was added to the “Genesys Config Synchronization” business service. The property supports the following values:

- **None** (default value): does not synchronize passwords
- **AgentLogin**: synchronizes **AgentPin** as a password of an Agent Login (Switch) object
- **Person**: synchronizes **AgentPin** as a password of a Person object
- **Both**: synchronizes **AgentPin** as a password of both the Agent Login and the Person objects

AgentPin is an agent CTI Login password. The figure below shows where the Adapter gets the value of **AgentPin**.



Security Considerations

Since passwords are transferred as unencrypted text, Genesys highly recommends that you use a HTTPS connection between Siebel and Configuration Synchronization Server.