



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services and Applications Deployment Guide

Web Services authentication flow

12/19/2025

Web Services authentication flow

Web Services provides authentication in the following sequence:

1. Salesforce Authentication

- Enters here if a request contains two specific headers (Salesforce Session ID and Salesforce Identity URL).
- If successful, the user is authenticated and execution flow proceeds to the authorization stage.
- If authentication headers are not present or authentication fails, execution flow proceeds to the next step.

2. Configuration Server Authentication

- Enters here if a request contains basic authentication header and Configuration Server authentication is enabled for this contact center.
- If successful, user is authenticated and execution flow proceeds to the authorization stage.
- If authentication headers are not present, Configuration Server authentication is disabled, or authentication fails, execution flow proceeds to the next step.

3. Web Services Authentication

- Enters here if a request contains basic authentication header.
- If successful, user is authenticated and execution flow proceeds to the authorization stage.
- If authentication headers are not present or authentication fails, execution flow proceeds to the next step.

4. Security Assertion Markup Language (SAML) Authentication

- Enters here if SAML is enabled and configured.
- An attempt is made to authenticate user through the standard SAML authentication flows.
- If successful, the user is authenticated and execution flow proceeds to the authorization stage.
- If not successful, the user receives an anonymous authentication, which means this users is only given access to unprotected endpoints.

Next step

- [Back to Configuring security](#)