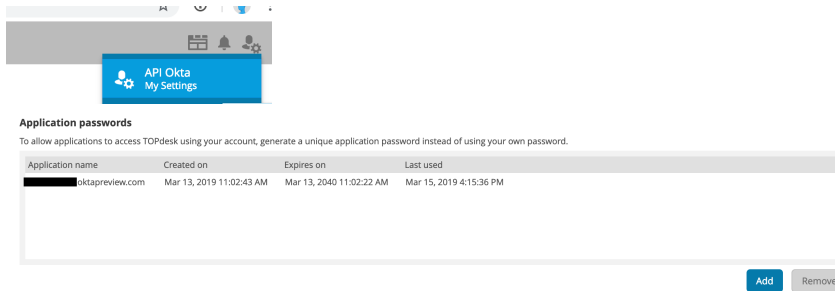


4. Next, login as this operator and create an application password:



5. SCIM base URL
This URL is provided by FuseLogic and comes with the TOPdesk add-on stated in requirement 2.

Provisioning Configuration Steps

1. In case TOPdesk Permission Groups are to be managed in Okta as entitlements, first enable Governance for the application. If not, you can skip to next step.
2. Enable provisioning API Integration for the application.
3. For **Base URL**, enter the received SCIM base URL
4. For **API Token**, enter the 'login name' of the TOPdesk operator user, followed by a colon, followed by the TOPdesk operator application password. For example: "OKTAAPI:lou94-lfoem-l9aqw-c0iyh-l839c"
5. Click **Test API Credentials**
6. Click **Save**
7. Next, configure Okta provisioning settings as with any other app.

Additional attributes can be added using the Okta profile editor. See Appendix A: Supported TOPdesk operator attributes for currently supported TOPdesk attributes for operators. The 'external namespace' must be 'urn:ietf:params:scim:schemas:extension:topdesk:2.0:User'.

Note: be sure to read through the Known Issues and Tips below!

Provisioning Known Issues/Troubleshooting and Tips

- Since November 2025, every new operator needs be associated with a person. This connector provides an attribute called 'linkedPerson_tasLoginName' for operators. In the Okta profile editor, map it in such a way that it contains the 'Login name' of the person card to link the new operator to. This person needs to exist in TOPdesk prior to creating the operator.
- Due to TOPdesk API limitations, it is not possible to update or remove the linked person for an operator. As a workaround, make any required updates to the linked person manually in the TOPdesk GUI. After that import the changes into Okta by running an import.
- TOPdesk 'operator group' push groups is supported, but 'permission group' push groups is currently not possible, due to TOPdesk API limitations.
- TOPdesk 'permission groups' can be managed as entitlements in Okta by enabling Governance on the Okta application.
- If no branch name is provided, the TOPdesk operator will be created in the first branch returned by the TOPdesk API.
- If a branch name is provided and it does not yet exist in TOPdesk, an error will be returned which will result in an open task in Okta.
- If a location name is provided and it does not yet exist in TOPdesk, an error will be returned which will result in an open task in Okta.
- If a department name is provided and it does not yet exist in TOPdesk, it will be created.
- If a budgetholder name is provided and it does not yet exist in TOPdesk, it will be created.
- It is not required to use the password sync functionality. The SAML integration is recommended for authentication.

Appendix A: Supported TOPdesk operator attributes

The following attributes are currently supported for provisioning:

Attribute name	Type
accountManager	boolean
branch.name	string
budgetHolder.name	string
changeActivitiesOperator	boolean
changeCoordinator	boolean
contractManager	boolean
department.name	string
email	string
employeeNumber	string
extensiveChangeOperator	boolean
externalHelpDeskParty	boolean
firstLineCallOperator	boolean
firstName	string
gender	enum [UNDEFINED, MALE, FEMALE]
installer	boolean
knowledgeBaseManager	boolean
location.name	string
loginName	string
loginPermission	boolean
mobileNumber	string
networkLoginName	string
operationsManager	boolean
operationsOperator	boolean
planningActivityManager	boolean
problemManager	boolean
problemOperator	boolean
projectActivitiesOperator	boolean
projectCoordinator	boolean
requestForChangeOperator	boolean
reservationsOperator	boolean
scenarioManager	boolean
secondLineCallOperator	boolean
serviceOperator	boolean
simpleChangeOperator	boolean
stockManager	boolean
surName	string
telephone	string
password	string