Automatic user deactivation via CRM trigger Open Discussion

- JH Joep van Ham
- **Forum name:** #Verbetervoorstellen

Verzoek:

ondersteuning voor het automatisch deactiveren of verwijderen van gebruikersaccounts via een trigger vanuit het CRM van de klant.

Use case:
Wanneer een medewerker uit dienst treedt, wordt dit in het CRM geregistreerd. Deze wijziging moet automatisch een trigger versturen, waarna het bijbehorende gebruikersaccount in ons platform direct op inactief wordt gezet of verwijderd.

Request:

Support for the automatic deactivation or removal of user accounts based on a trigger from the customer's CRM system.

Use case:
When an employee's employment is terminated, this status change is recorded in the customer's CRM system. The CRM should automatically send a trigger to our platform, upon which the corresponding user account is immediately deactivated or removed.

Comment (1)

Mark Kruisman
2 months ago
I think adding a way of user administration through an API is quite a security risk. What if your CRM gets hacked? It would allow the bad people to create, edit or delete users through that CRM. And easily get access to all data in Deployteq. I think this is what Single Sign-On (SSO) is meant for. See https://support.deployteq.net/nl/guides/deployteq-manual/deployteq-store-1/andere-opties/what-additional-extensions-are-possible/single-sign-on-sso We are currently investigating the SSO-implementation at Achmea. If you want to, I can keep you updated on how this is going. Feel free to reach out.