



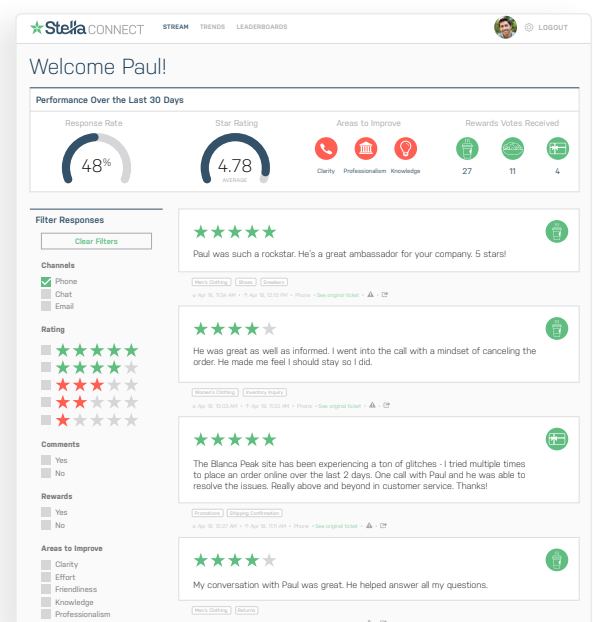
SSO

# Stella Connect and Single Sign-On

Build a Happier, Higher Performing Front-Line Team

Stella Connect lets you unlock the full potential of your front-line team. With Stella Connect, you can capture agent-level performance insights and use them to:

- Reduce agent attrition
- Deliver in-the-moment micro coaching
- Drive more effective 1:1 meetings
- Transform engagement and morale
- Scale your team more cost effectively
- Power incentive and reward programs
- Eliminate Passwords
- Increase Security and Convenience



# How it works

Stella Connect works by collecting agent-level feedback from customers after every service interaction. Our humanized and gamified feedback requests delight customers and generate response rates of up to 50%, giving you unmatched visibility into agent performance.

SAML is the gold standard for single sign-on for cloud apps. It eliminates all passwords and instead uses digital signatures to establish trust between the identity provider and the cloud app.

Google

**b** BITIUM

Microsoft

okta

onelogin

PingIdentity

## Single Sign-On Integration: Making 1+1=3

We have developed a seamless single sign-on integration, which enables you to unlock all the benefits of Stella Connect without any disruption to agent workflow. Through this simple integration you will be able to:



**Fast.** One-click access from portals or intranets, password elimination and automatically renewing sessions makes life easier for the user.



**Secure.** Based on strong digital signatures for authentication and integrity, SAML is a secure single sign-on protocol that the largest and most security conscious enterprises in the world rely on.



**Standards Based.** SAML is based on a standard, which ensures interoperability across identity providers and gives enterprises the freedom to choose a vendor.



**Multi-Provider Support.** Organizations & outsourcers can sign in to one instance using different SSO IdPs and manage authentication separately.



**Phishing Proof.** If you don't have a password for an app, you can't be tricked into entering it on a fake login page.



**IT Friendly.** SAML simplifies life for IT because it centralizes authentication, provides greater visibility and cuts down on password resets and help desk tickets.



# Four Steps to Integration

IdP + Stella Connect

## 1. Setup

Use our recommend settings to configure a new app within your Identity Provider.

IdP

## 2. Provide Data

Provide Stella with a Identity Provider Single Sign-On/ Login URL and a X.509 Certificate.

IdP

## 2B. Optional

If you are using multiple SSO identity providers with Stella Connect, please provide multiple versions of step 2.

IdP + Stella Connect

## 3. Test Configuration

Once Stella have imported the settings, you will be able to test using a URL available on our SSO configuration page.

IdP + Stella Connect

## 4. Enable & Go-Live

Stella and client to enable integration to start sending requests and get ready to transform front-line engagement and coaching!

## Stella Connect Workflow

