

SUCCESS STORIES-

Multi-instance AWS Cognito SSO implementation in Salesforce Experience Cloud

AdaptX[®]

AdaptX needs to implement a Knowledge Base for its customers. This knowledge base contains sensitive information, therefore, it requires users to log in to access it. AdaptX already provides user credentials to its customers and does not want them to need a new set of credentials to access the Knowledge Base.

Therefore, Single Sign-On (SSO) needs to be implemented.

AdaptX customer credentials are managed in AWS Cognito. Due to HIPAA compliance and other regulatory requirements, customer data must be isolated. Thus, each customer accesses their own AWS Cognito instance, and no Cognito instance is shared between two customers.

Inforge's Implementation:



The Knowledge Base was implemented in Experience Cloud. Given that AdaptX continually acquires new customers, the Single Sign-On implementations cannot be achieved with just clicks. They must be created via the Metadata API.

The WSDL provided by Salesforce by default does not meet all the requirements needed to create the Authentication Providers and the Single Sign-On configurations. Therefore, we had to customize the WSDL to create the Authentication Providers via API.

Two endpoints were created to automate the user creation process and the SSO login instances with Salesforce:

The Experience Cloud users creation via API.

The authentication provider creation via API to set up the new SSO for the new AWS Cognito Instance

This was achieved by using the Metadata API with a custom WSDL that would create the custom Authentication Providers via SOAP.

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