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Migration Capability Matrix - test/ February 14, 2019

Capabilities table created for **test** on February 14, 2019.

Editor: test

Validated by Architect: No

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| | | | SC Input | | | Capability Matrix | | | |
|---------|---|---|----------|-------|-------------------------|-------------------|-------------------|-----------------------|--|
| Product | Capability | Description | As Is | To Be | Required Customizations | Pure Cloud | PureConnect Cloud | Genesys Multicloud CX | |
| Inbound | Inbound voice calls (ACD) | Routing of inbound voice calls using Genesys' SIP ACD | No | No | | G | G | G | |
| Inbound | Inbound Video calls | Routing of inbound video calls | No | No | | 3rd | 3rd (Vidyo) | NA | |
| Inbound | Voice Callback | | No | No | | G | G | G | |
| Inbound | Unified communication and collaboration | Unified communication and collaboration features such as: One-to-one, group chats (up to 1K participants), personal chat rooms, video chats, webhook | No | No | | G | H | NA | |

| | | | SC Input | | | Capability Matrix | | | |
|---------|------------------|--|----------|----|--|--|---|-----|--|
| | | integrations, screen sharing, content mgmt, file sharing, directory... | | | | | | | |
| Inbound | Screen share | Ability for individuals to share their screens during collaboration, webinars, etc. | No | No | | G | H | NA | |
| Inbound | PBX - Enterprise | Phone system for the back office/ enterprise. Provides PBX features like ... Does not provide Automated Call | No | No | | G, L Limited Capability compared to PureConnect | G | 3rd | |

| | | | SC Input | | | Capability Matrix | | | |
|---------|----------------------------|---|----------|----|--|--|--|---|--|
| | | Distribution (ACD) functionality. | | | | | | | |
| Inbound | 3rd Party PBX - TDM PBX | Routing of inbound voice calls using a 3rd-party ACD/PBX for carrying and delivery of the voice path while Genesys makes all routing decisions. | No | No | | TDM tie-line from TDM PBX to local SIP Gateway SIP tie-line from SIP gateway to local GenesysCloud Edge | TDM tie-line from TDM PBX to local SIP Gateway SIP tie-line from SIP gateway to PureConnect Cloud Server via MPLS | Not typical TDM tie-line from TDM PBX to local SIP Gateway SIP tie-line from SIP gateway to Genesys Multicloud CX Server via MPLS | |
| Inbound | 3rd Party PBX - SIP IP PBX | Routing of inbound voice calls using a 3rd-party ACD/PBX for carrying and delivery of | No | No | | SIP tie-line from SIP IP PBX to local GenesysCloud Edge (optional SBC) | SIP tie-line from SIP IP PBX to PureConnect Cloud Server via MPLS (optional SBC) | SIP tie-line from SIP IP PBX to Genesys Multicloud CX Server via MPLS (optional SBC) | |

| | | | SC Input | | | Capability Matrix | | |
|---------|---|---|----------|----|--|---|--|--|
| | | the voice path while Genesys makes all routing decisions. | | | | | | |
| Inbound | 3rd Party PBX - Local Microsoft Lync / Skype | Routing of inbound voice calls using a 3rd-party ACD/PBX for carrying and delivery of the voice path while Genesys makes all routing decisions. | No | No | | SIP tie line from local Lync/Skype front end server to local GenesysCloud Edge (status sync not available) | SIP tie line from local Lync / Skype front end server to PureConnect Cloud Server via MPLS (status synch available) | SIP tie line from local Lync / Skype front end server to Genesys Multicloud CX Server via MPLS (status synch not available) |
| Inbound | 3rd Party PBX - Cisco Unified Communications Manager (CUCM) | Routing of inbound voice calls using a 3rd-party ACD/PBX for | No | No | | SIP tie-line from CUCM to local GenesysCloud Edge (No 3rd party | SIP tie-line from CUCM to PureConnect Cloud Server via MPLS | Sip tie-line from CUCM to Genesys Multicloud CX via MPLS |

| | | | SC Input | | | Capability Matrix | | | |
|---------|---------------------------------|--|----------|----|--|-------------------------------------|--|----------------|--|
| | | carrying and delivery of the voice path while Genesys makes all routing decisions. | | | | call control information available) | (3rd party call control information is available) | | |
| Inbound | Voicemail | Voicemail is a 100% software-based solution that enables network-wide voicemail services | No | No | | G | G Leverages a customer e-mail system for store and forward capabilities | G | |
| Inbound | Video Chat | Internal video chats | No | No | | G | NA | NA | |
| Inbound | Presence sharing with 3rd-party | e.g. Skype for Business | No | No | | L | NA | NA | |
| Inbound | Post-call survey | Ability to create, | No | No | | RM | G | G (voice only) | |

| | | | SC Input | | | Capability Matrix | | | |
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| | | invite, route and report on post-call surveys | | | | Q1'19 | | | |
| Inbound | Real-time & Historical reporting (Business Intelligence tool provided) | | No | No | | G | G | G | |
| Digital | Inbound E-mail routing | Inbound Email delivered to agents | No | No | | G | G | G Customers cannot change routing apps / rules - RM Q3'18 | |
| Digital | Inbound Fax routing | Inbound Fax delivered to agents | No | No | | NA | G Fax routed as e-mail | PS Fax routed as Cloud Contact Center E-mail | |
| Digital | Inbound SMS routing | Inbound SMS messages | No | No | | | G | G | RM-Q1'19 |

| | | | SC Input | | | Capability Matrix | | | |
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| | | delivered to agents | | | | | | Via 3rd party SMS broker | |
| Digital | Inbound Social Media routing | Inbound social media posts delivered to agents | No | No | | G,L Twitter only | RM Q1'19 | RM Q1'19 | |
| Digital | Inbound Chat routing | Inbound Chat delivered to agents | No | No | | G | G | G | |
| Digital | Co-browse (simultaneous w/call or chat) | The ability for an agent and the customer to browse and navigate the same web page at the same time. Both the agent and customer share the | No | No | | G | H Uses GenesysCloud Co-browse | G | |

| | | | SC Input | | | Capability Matrix | | |
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| | | same instance of the screen, as opposed to a conventional screen sharing application (i.e. one party sees an image of the other party's screen. | | | | | | |
| Digital | Inbound WeChat messages | Inbound WeChat delivered to agents | No | No | | NA | NA | NA |
| Digital | Inbound Messenger apps (i.e. Facebook, What's App, etc.) | Routing of inbound Messenger apps | No | No | | GA Support Facebook Messenger, Twitter Direct Message and LINE | RM 2019 | EA: Facebook, Twitter RM: WhatsApp 1Q'19 |
| Digital | Apple | Inbound | No | No | | NA | NA | RM |

| | | | SC Input | | | Capability Matrix | | |
|---------|---|---|----------|--|--|-------------------|----|------------------------------|
| | Business Chat | Apple Business Chat delivered to agents | | | | | | 1Q'19 |
| Digital | Content Analysis (Email, Chat, SMS, Social) for suggested responses | Uses natural language processing technology to analyze incoming digital interactions for assignment to the categories of the standard response system. Can create a set of Suggested Responses with level of confidence weighting | No | | | NA | NA | RM Knowledge Center 1Q'19 |

| | | | SC Input | | | Capability Matrix | | |
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| | | (%). Machine learning: A Training Server processes a collection of pre-classified interactions to compare actual content of incoming digital interactions to statistical models. | | | | | | |
| Digital | Routing of 3rd-Party Email, Chat, etc. (e.g. SFDC email) | The ability to route a 3rd-party interaction channel | No | No | | L Chat and Email only. Messaging RM 2H'19 | PS | EA Task Routing 1Q'19 |
| Digital | Website - Web | Proactive Engagement | No | No | | RM | NA | EA |

| | | | SC Input | | | Capability Matrix | | |
|---------|---|---|----------|----|--|---|----|-----------------------|
| | Engagement (Proactive Engagement via chat / via chat / callback driven by static rules) | Engagement via chat / callback driven by static rules | | | | H1'19 using Altocloud integration with GenesysCloud (excluding callback which will come in a later phase) | | Altocloud 1Q'19 |
| Digital | Website -Predictive Engagement | Predictive Engagement with Chat or Callback based on outcome predictions and machine learning | No | No | | RM H1'19 using Altocloud integration with GenesysCloud | NA | EA Altocloud 1Q'20 |
| Digital | Website-Callback (click-to-call) | Request an immediate callback from the website | No | No | | G | G | G |
| Digital | Website-Callback (scheduled callback) | Schedule a future callback from the website | No | No | | G | G | G |

| | | | SC Input | | | Capability Matrix | | |
|---------|-----------------|---|----------|----|--|---|----------------|----|
| Digital | Widgets | Prebuilt Widgets designed to make it easier for a customer to deploy things like chat, email, callback, "call us" onto their website. Also available for Mobile apps. | No | No | | RM, L 2019 Limited compared to GenesysEngage-onpremises widgets - will not include mobile apps Will release Chat with Genesys widget with Altocloud (ETA Q2'19) During 2019 will continue to roll out feature of Genesys Widgets to GenesysCloud customers | L, RM-1H'19 | G |
| Digital | Mobile Callback | Schedule a future or request an immediate callback from with a company's mobile app | No | No | | G | PS | EA |
| Digital | Mobile | Intelligent | No | No | | NA | PS | RM |

| | | | SC Input | | | Capability Matrix | | | |
|---------|---|--|----------|----|--|-------------------|----|-----------------------------|--|
| | (enhanced) phone apps (contact center-connected) | Phone Calls, Callback, Mobile Chat, Visual IVR (bypass IVR, provide EWT, know who the Customer is, location, add'l context) | | | | | | Q1'19 | |
| Digital | Routing of Work-items, tasks, complement to BPM tools (does not include workflow) | The ability for a work-item (such as a training video, a specific task, a 3rd-party object, case or item such as an email) but | No | No | | NA | NA | EA Task Routing 1Q'19 | |

| | | | SC Input | | | Capability Matrix | | | |
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| | | which does not provide any workflow creation or management | | | | | | | |
| Digital | Routing of work items like generic objects (like a Remedy case); includes basic workflow | The ability for a work-item (such as a 3rd-party case) and which provides basic workflow creation or management | No | No | | RM H2'19 | G | RM Open Media 2Q'19 | |
| Digital | Web-based survey | Ability to create, invite and report on web-based surveys | No | No | | RM Q1'19 | RM H1'18 | 3rd (digital) | |
| Outbound | Outbound campaigns / dialer / notifications | Outbound calls transferred to agents | No | No | | G | G | G | |

| | | | SC Input | | | Capability Matrix | | |
|--------------|---|--|----------|----|--|----------------------------------|-----|------------------------|
| | | (campaign mgmt, predictive, progressive and preview modes) | | | | | | |
| Outbound | Outbound notifications via SMS / e-mail | | No | No | | G Outbound on Behalf of Queue | TBD | RM CX Contact 1Q'19 |
| Self-Service | Self-service voice platform (IVR/VRU) | System/platform which interacts with customers by playing audio prompts then using DTMF tones (input via phone keypad) as well as speech recognition | No | No | | G | G | G |

| | | | SC Input | | | Capability Matrix | | | |
|--------------|---------------------------------|--|----------|----|--|-------------------|----------|----------|--|
| | | to collect responses. | | | | | | | |
| Self-Service | Genesys ASR & TTS software | Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) software from Genesys. | No | No | | G | G | NA | |
| Self-Service | 3rd Party ASR & TTS integration | Vendor-provided integration to 3rd-party Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) software. | No | No | | RM H1 2019 | G Nuance | G Nuance | |
| Self-Service | 3rd-Party IVR integration | Works with 3rd-party IVR | No | No | | PS | PS | PS | |

| | | | SC Input | | | Capability Matrix | | |
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| | | platforms | | | | | | |
| Self-Service | Visual IVR | Visual IVR enables customers to use digital channels (i.e. web, mobile), be offered personalized IVR-like choices and then transition from the digital channel to speak with the agent who has full context, resulting in significantly reduced handle times. | No | No | | NA | NA | NA |
| Self- | Knowledge | Knowledge | No | No | | 3rd | NA | RM |

| | | | SC Input | | | Capability Matrix | | | |
|--------------|---------------------------|---|----------|----|----|-------------------|----|---------|----|
| Service | Management | Management system to create, share, manage and use the knowledge and information of an organization. Integrated with the IVR, agent desktop or website. | | | | | | Q1'19 | |
| Self-Service | Chatbot (directed dialog) | A development interface and computer program which conducts a conversation via textual methods | | No | No | | EA | RM 2019 | EA |
| Self- | AI/Machine | A | No | No | | G Lex | RM | EA | |

| | | | SC Input | | | Capability Matrix | | |
|---------------------------------|---|--|----------|----|--|-------------------|---|---|
| Service | Learning/ Bots/ Alexa/ Genesys "Kate" | computer application which is able to learn without being explicitly programmed | | | | 2019 | | |
| Workforce Engagement Management | Workforce Management (WFM; forecast, schedule, adherence) | A tightly integrated solution which enables a company to optimize their workforce around forecasting, scheduling and managing an agents schedule as well as monitoring in real-time how well the | No | No | | G | G | G |

| | | | SC Input | | | Capability Matrix | | | |
|--|---|---|----------|----|--|-------------------|---|--|--|
| | | agents are "adhering" to their assigned schedule | | | | | | | |
| Workforce Engagement Management (out-of-the-box, vendor-supported) | 3rd-Party WFM Integrations | Vendor-provided integrations to major 3rd-party WFM vendors such as Nice, Verint, Telopti, etc. | No | No | | G Verint | G Verint, Nice (IEX/ TotalView), Aspect eWFM, GMT, InVision, Injixo (Cloud only), Pipkins (RTA only) | RM Q4'18 Verint, Nice (IEX/ TotalView), Aspect eWFM | |
| Workforce Engagement Management | 3rd-Party WFM Integrations (custom integration) | The software development tools which enables a custom integration to a 3rd-party WFM solution. | No | No | | PS | PS | PS | |
| Workforce | Call | A solution | No | No | | G | G | G | |

| | | | SC Input | | | Capability Matrix | | |
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| Engagement Management | Recording | which records customer/ agent telephone/ audio conversations (over the PSTN or VoIP). This could be for 100% of all calls or smaller portion if desired. | | | | | | |
| Workforce Engagement Management | 3rd-Party Recording support | Ability to integrate with a 3rd-party call recording vendor such as Nice or Verint. | No | No | | NA | 3rd | NA |
| Workforce Engagement Management | Screen Recording | A solution which records screen | No | No | | G | G | G, L Screen Recording with Voice |

| | | | SC Input | | | Capability Matrix | | | |
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| | | shots (screen capture) of the agent's desktop while they interact with a customer (i.e. while on a call or handling other interaction channels) | | | | | | Interaction | |
| Workforce Engagement Management | Word-spotting (real-time) | A solution which uses speech recognition to, in real-time, determine if certain key words were spoken by the agent or the customer | No | No | | NA | G | NA | |

| | | | SC Input | | | Capability Matrix | | | |
|--|------------------|--|----------|----|--|-------------------|-----|----|----------------------|
| | | as well as alerts to supervisors if certain words are recognized | | | | | | | |
| Workforce Engagement and Text Management | Speech Analytics | A full-featured solution which enables a company to manage agent compliance and quality through detailed analysis of agent audio recordings and digital communications (i.e. chats, emails, etc.). Search categorization and | | No | | | 3rd | PS | G, L Speech Omlly |

| | | | SC Input | | | Capability Matrix | | |
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| | | powerful visualization of the analysis is provided. | | | | | | |
| Workforce Engagement Management | Quality Management | Tools to automate agent performance which enables the improvement of agent skills, helps manage compliance risk, and delivers consistent customer experiences. | No | No | | G | G | G |
| Workforce Engagement Management | Skill Assessment | A solution which enables full-featured test | No | No | | NA | NA | NA |

| | | | SC Input | | | Capability Matrix | | | |
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| | | creation, distribution, grading/ performance so companies can see where each agent may need training. Agent performance can trigger automatic update of one or more agent skills which are defined in the Genesys CIM Platform. | | | | | | | |
| Workforce Engagement Management | Training Management | A solution which enables the ability | No | No | | NA | NA | NA | |

| | | | SC Input | | | Capability Matrix | | | |
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| | | <p>to create, manage, and schedule, for example, multiple agent training activities, team meetings, and one-to-ones automatically in Genesys Workforce Management (WFM). The training schedule process can include room and trainer availability/location or any</p> | | | | | | | |

| | | | SC Input | | | Capability Matrix | | |
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| | | combination of agent, room, and training. For team meetings and one-to-ones, this automatically includes the manager. | | | | | | |
| Workforce Engagement Management | Coaching | A solution for supervisors to analyze and identify agent performance gaps which enables targeted coaching for each given agent | No | No | | G | G | NA |
| Workforce | Long Term | | No | No | | G (via | G (via | G (via |

| | | | SC Input | | | Capability Matrix | | |
|-----------------------|--|--|----------|--|--|-------------------|------------|------------|
| Engagement Management | Planning | | | | | Decisions) | Decisions) | Decisions) |
| Open Platform | Agent Desktop (browser-based, thin-client) | The primary browser-based desktop interface agents use for handling interactions | | | | G | G, L | G, L |
| Open Platform | Agent Desktop (thick-client) | The primary desktop interface (thick-client; i.e. an application which runs on the agent's desktop or via VDI vendors) agents use for handling | | | | G | G | NA |

| | | | SC Input | | | Capability Matrix | | | |
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| | | interactions | | | | | | | |
| Open Platform | Integrate with custom agent desktops | Software development kits which enable Genesys agent desktop objects to be integrated into a customer's custom developed desktop | No | No | | GA | PS | PS, L | |
| Open Platform | Screen pop browser-based 3rd-party via URL | The ability to "pop" a browser on the agent's desktop with specific query string (e.g. a CRM's case number) | No | No | | G | G | G | |

| | | | SC Input | | | Capability Matrix | | | |
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| | | embedded in the URL of the 3rd-party application | | | | | | | |
| Open Platform | Screen pop - thick client 3rd-party CRM | The ability to "pop" a 3rd-party CRM application on the agent's desktop, not using a URL, but instead communicating to the 3rd-party CRM with the required protocol/method (again, not a URL in a browser) | No | No | | PS | PS | PS | |
| Open Platform | CRM Client Integrations | Vendor-provided interfaces | No | No | | G SalesForce, | G | G, L SalesForce | |

| | | | SC Input | | | Capability Matrix | | |
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| | | to major CRM vendors | | | | Zendesk, Others via Appfoundry | | (GA), Oracle ServiceNow (PS) or WWE can have browser-based CRM in iFrame (PS) |
| Open Platform | Outbound calls by agent from agent desktop (manual dial) | No outbound campaigns involved | No | No | | G | G | G |
| Open Platform | Send outbound fax from agent desktop | Initiate an outbound fax during a customer interaction. | No | No | | G | G | 3rd, PS |
| Open Platform | Response library for agent desktop | Provides consistent responses made available to agents on their agent desktop. | No | No | | G,L Limited compared to GenesysEngage-G onpremises. Supports e-mail / chat | | G |

| | | | SC Input | | | Capability Matrix | | | |
|---------------|---------------------------|---|----------|----|--|--|-------------------------|--|---|
| Open Platform | Agent Scripting | A tool as well as an interface to assist agents in their dialogue with customers. | No | No | | G | G | 3rd | |
| Open Platform | Supervisor Desktop | Combined with Agent Desktop or separate Desktop for Supervisors | No | No | | | G | G | G |
| Open Platform | Physical phone for agents | List of supported 3rd-Party phones specified. | No | No | | G https://help.mypurecloud.com/articles/managed-phones-models-and-features-matrix/ | G Polycom VVX phones | G, L See Supported Media Interfaces Guide, Supported Hard Phones EA: Device Mgmt for AUDC and Polycom Desk phones | |
| Open | SW SIP | Agents do | No | No | | G | G | G, EA | |

| | | | SC Input | | | Capability Matrix | | | |
|---------------|---|---|----------|----|----|----------------------------|---|--|----------------------------|
| Platform | Endpoint for Agents | not need a physical/hard phone to take calls. A software SIP Endpoint is integrated into the Agent Desktop. | | | | WebRTC Softphone (not SIP) | | Genesys SIP Endpoint for Agent Desktop | |
| Open Platform | 3rd-Party Wallboard integration or statistics display on a monitor/TV | A software development method provided to easily integrate to a 3rd-party wallboard vendor or, for example, TVs | | No | No | | G | G | G (Pulse) G (Stats API) |
| Open Platform | 3rd-Party solution custom integration | A software development method/tools for | No | No | | G | G | L, PS | |

| | | | SC Input | | | Capability Matrix | | |
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| | with the Platform's key components | integrating to key Genesys components. This provides the ability for system integrators to integrate to most 3rd-party applications as well as develop full solutions to augment the Genesys platform. | | | | | | |
| Open Platform | Chat Integration with Skype for Business | Using the GenesysCloud Skype for Business App GenesysCloud users can | | | | G | | |

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| | | chat directly with Skype for Business contacts inside the GenesysCloud interface | | | | | | | |
| Non-functional | High Availability | Offers exceptional HA capabilities | No | No | | G | G | G | |
| | Remote Survivability | | No | No | | With local GenesysCloud Edge | With local SIP Proxy / Media Server | L Custom | |
| Non-functional | Multi-tenant or single-tenant (no shared infrastructure) | | No | No | | G | G | NA | |
| Non-functional | Security | Meets many security standards | No | No | | GenesysCloud 1, 2 & 3 HIPPA Compliance, PCI DSS (with | PCI-DSS 3.1 Level 1 Service Provider, SOC 2 Type II, ISO | GDPR, PCI-DSS 3.1 Level 1 Service Provider, SOC 2 | |

| | | | SC Input | | | Capability Matrix | | |
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| | | | | | | <p>Secure Pause), GDPR Compliance GenesysCloud 2 & 3 PCI DSS (with Secure IVR) SSAE 16 SOC 2 Type II</p> | <p>27001: 2013, HIPAA/ HITECH Compliance. Authentication and Authorization, Audit Trails, Secure Transport, Secure Storage. Genesys PureConnect Cloud hosts our services at third-party datacenters. These datacenters hold SSAE-16 SOC 1 Type II, SOC 2 Type II, or ISO 27001 certifications as applicable to the region where they reside.</p> | <p>Type II, ISO 27001: 2013, HIPAA/ HITECH Compliance. Authentication and Authorization, Audit Trails, Secure Transport, Secure Storage. Genesys Multicloud CX hosts our services at third-party datacenters. These datacenters hold SSAE-16 SOC 1 Type II, SOC 2 Type II, or</p> |

| | | | SC Input | | | Capability Matrix | | |
|----------------|----------------|---|----------|----|--|---|--|---|
| | | | | | | | | ISO 27001 certifications as applicable to the region where they reside. RM: FedRAMP 2H'18 See Genesys Cloud Security Whitepaper. |
| Non-functional | Single Sign On | Integration with customer provided Single Sign On Solutions | No | No | | Microsoft ADFS, Microsoft Azure Premium, Okta, OneLogin, Salesforce, SAML 2.0 | Microsoft ADFS, Salesforce, SAML 2.0, Ping, IBM Lighthouse | External Authentication using LDAP L: SSO 2H'19 |

