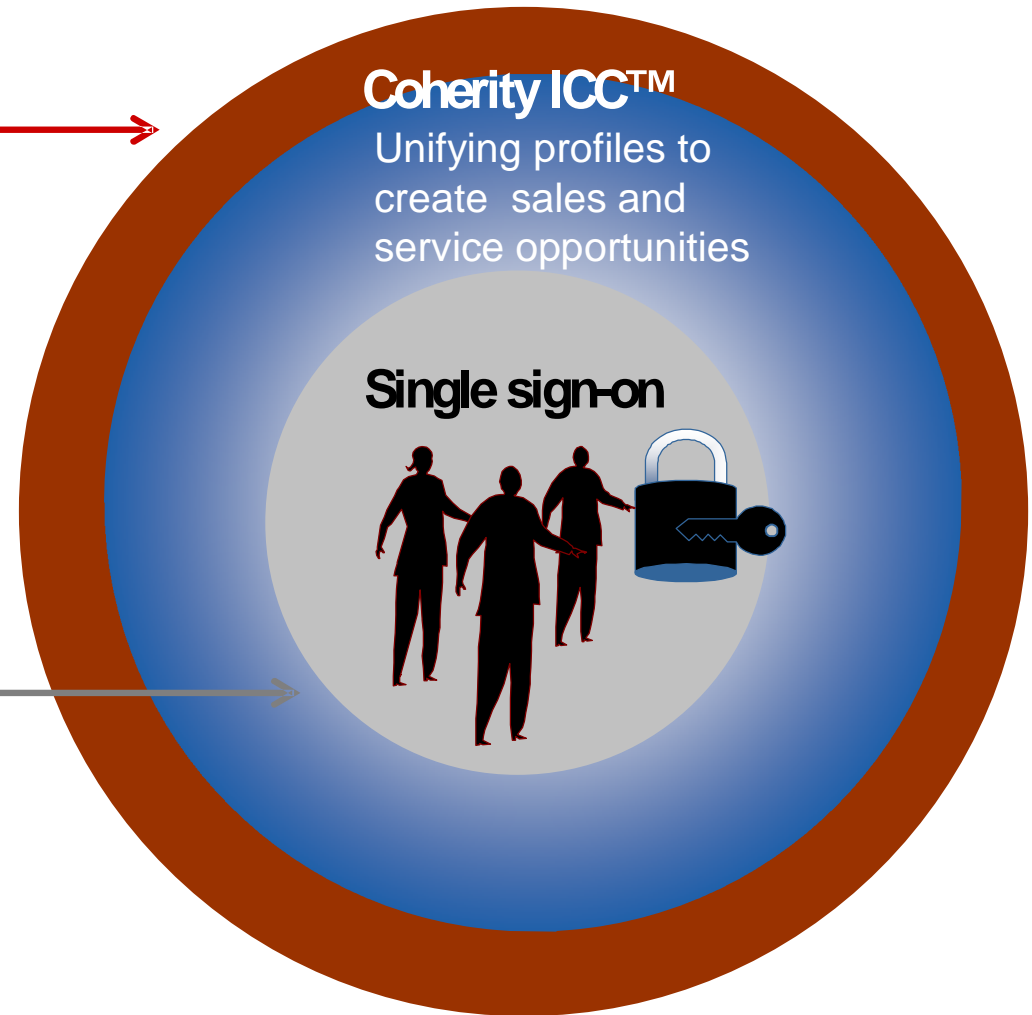# Coherity Integrated Customer Care (ICC) Solution
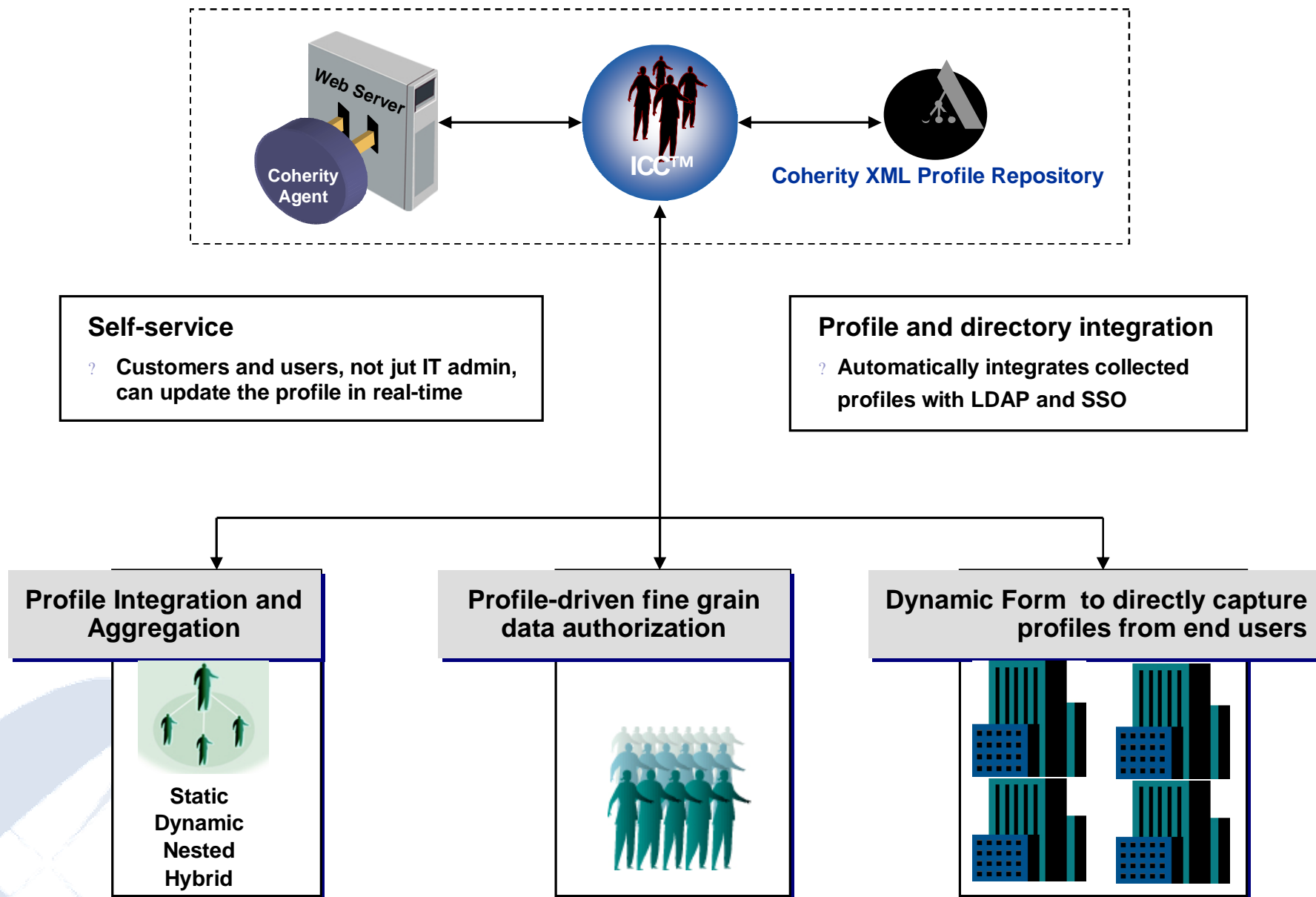
Coherity ICC™

The dynamic profile management solution that captures and shares user profile information in a complex business environment. ICC enables targeted and personalized marketing, sales and service interactions with customer, partners, and suppliers.

Single Sign-on

Authentication, authorization and auditing centralized to control access to web resources.

Coherity ICC™
Unifying profiles to create sales and service opportunities

Single sign-on

Coherity Integrated Customer Care (ICC)

Web Server

Coherity Agent

ICC™

Coherity XML Profile Repository

Self-service

? Customers and users, not jut IT admin, can update the profile in real-time

Profile and directory integration

? Automatically integrates collected profiles with LDAP and SSO

Profile Integration and Aggregation

Static
Dynamic
Nested
Hybrid

Profile-driven fine grain data authorization

Dynamic Form to directly capture profiles from end users

Coherity Integrated Customer Care Architecture

COHERITY

Delegated Admins

Users

HTTP(s)

Web Server

SSO Agent

Web Server

SSO Agent

Access Protocol over SSL

Web Server

Coherity Agent

Access Protocol over SSL

SSO Policy Server

Coherity ICC Server

Tom King
Age: 32
Sex: Male
Ht:5' 11"

LDAP/Active Directory

Profile Integration

Application Servers

Microsoft

bea IBM

Business Apps/HTML content

A1 Auto Parts

Partner Network

Dynamic, self-service based profile collection and updates

Marketing-driven profile collection for improved customer segmentation

Partner Network