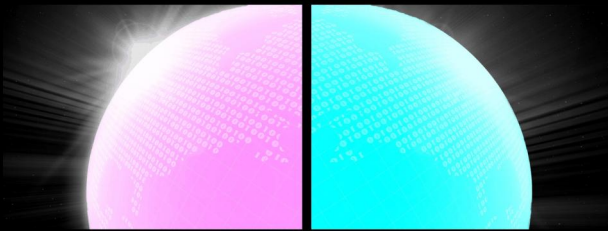


Solution für SAP Telephonie Integration Technology

SAP projekte

SAP services



resource

Das SAP-Center of Excellence.

SAPphone and SAPconnect

- Softphone/Telephony – SAPphone Interface
- Email, Letter, Fax – Agent's universal inbox based on SAPConnect with contact pull

IC Interface

- WebClient
- Softphone/Telephony, Email, Web Chat with active contact push to agent's desktop
- Leverage existing investment in contact center technology

Multichannel Interface

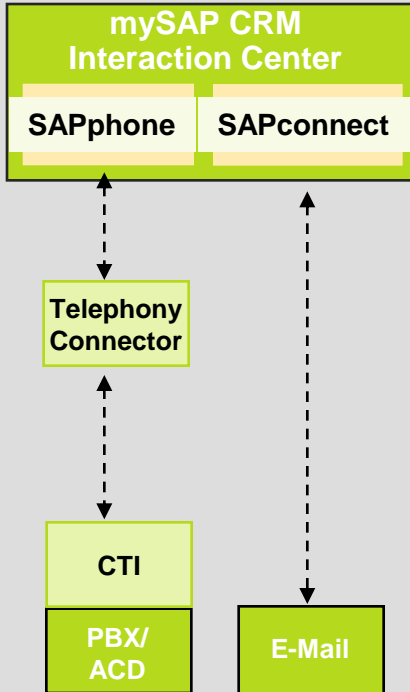
- Softphone/Telephony, Email, Web Chat, Paging with active contact push to agent's desktop
- Leverage existing investment in contact center technology

Genesys GPlus Adapter

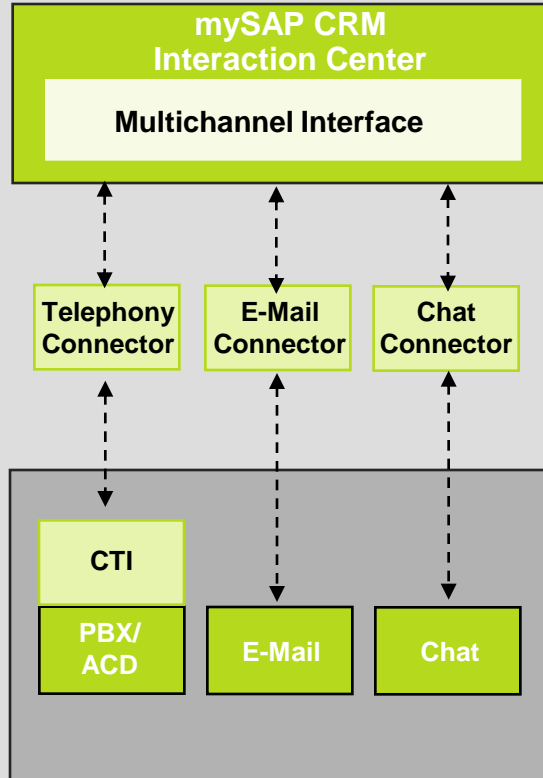
- Softphone/Telephony, Email, Web Chat, VoIP, Outbound Dialing
- Embedded Genesys desktop controls within mySAP CRM Interaction Center
- Blended routing & universal queuing of all interaction types

Integration Options for Interaction Center WinClient

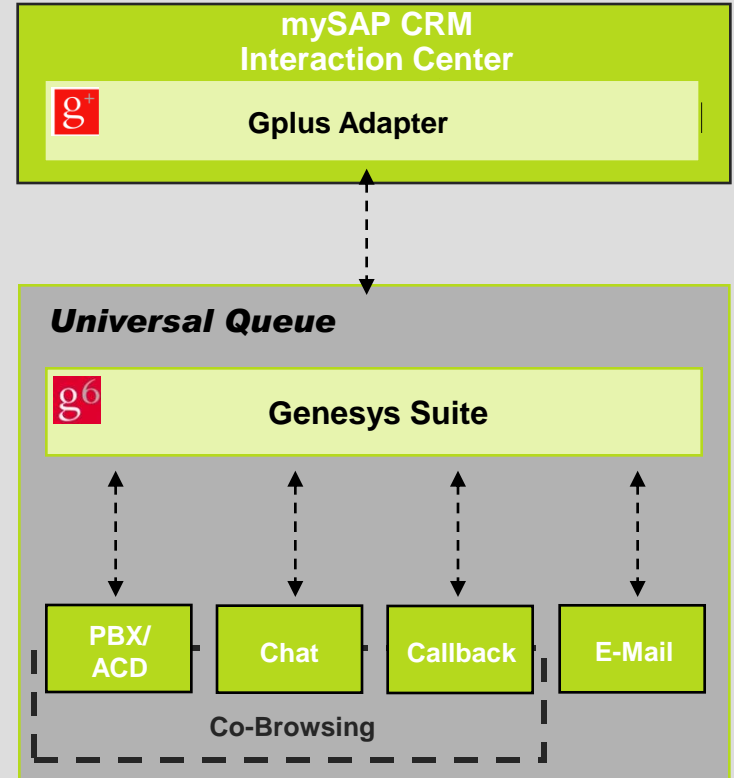
SAPphone + SAPconnect



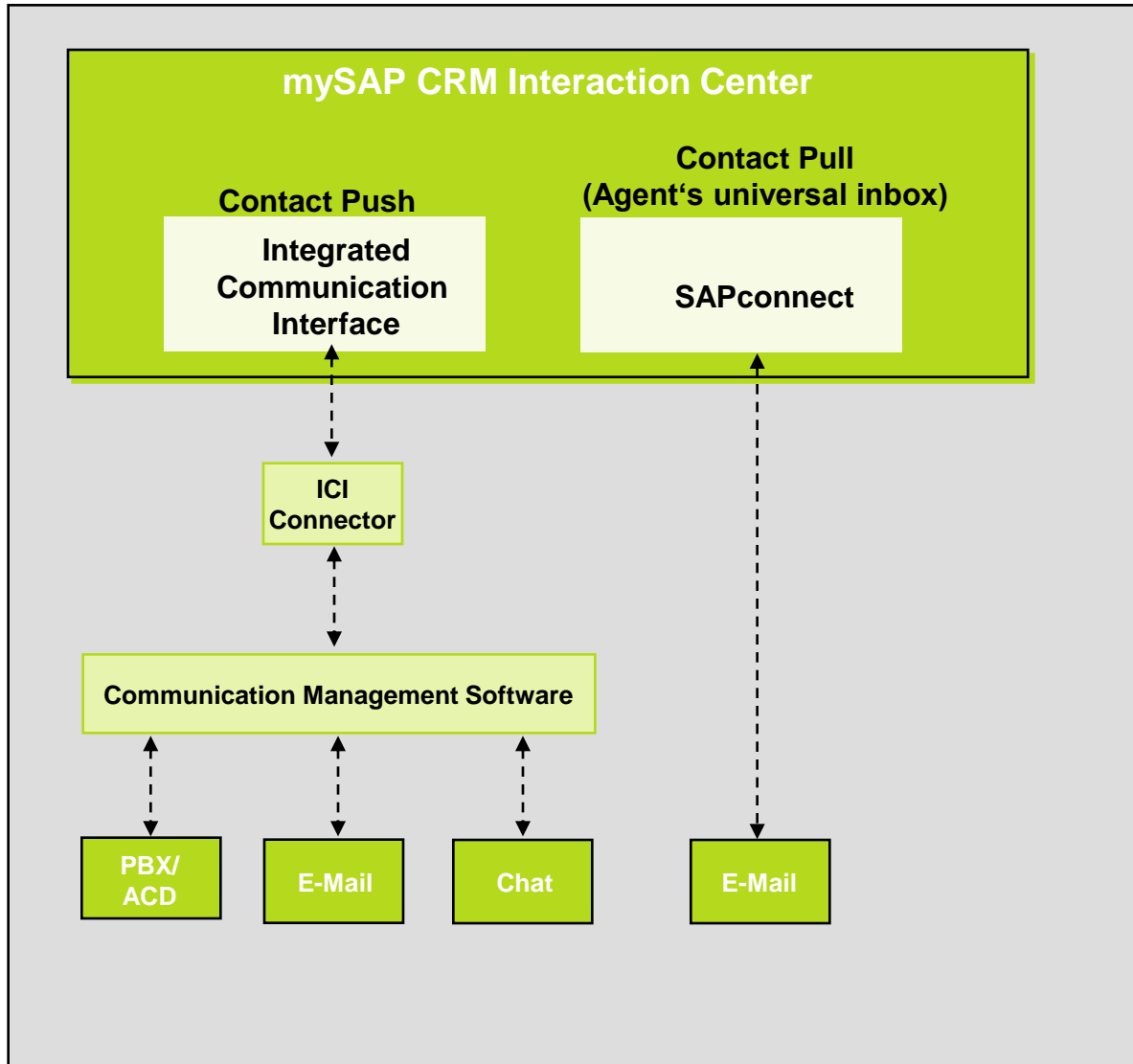
Multichannel Interface



Genesys Gplus Adapter



Integration Options for IC WebClient

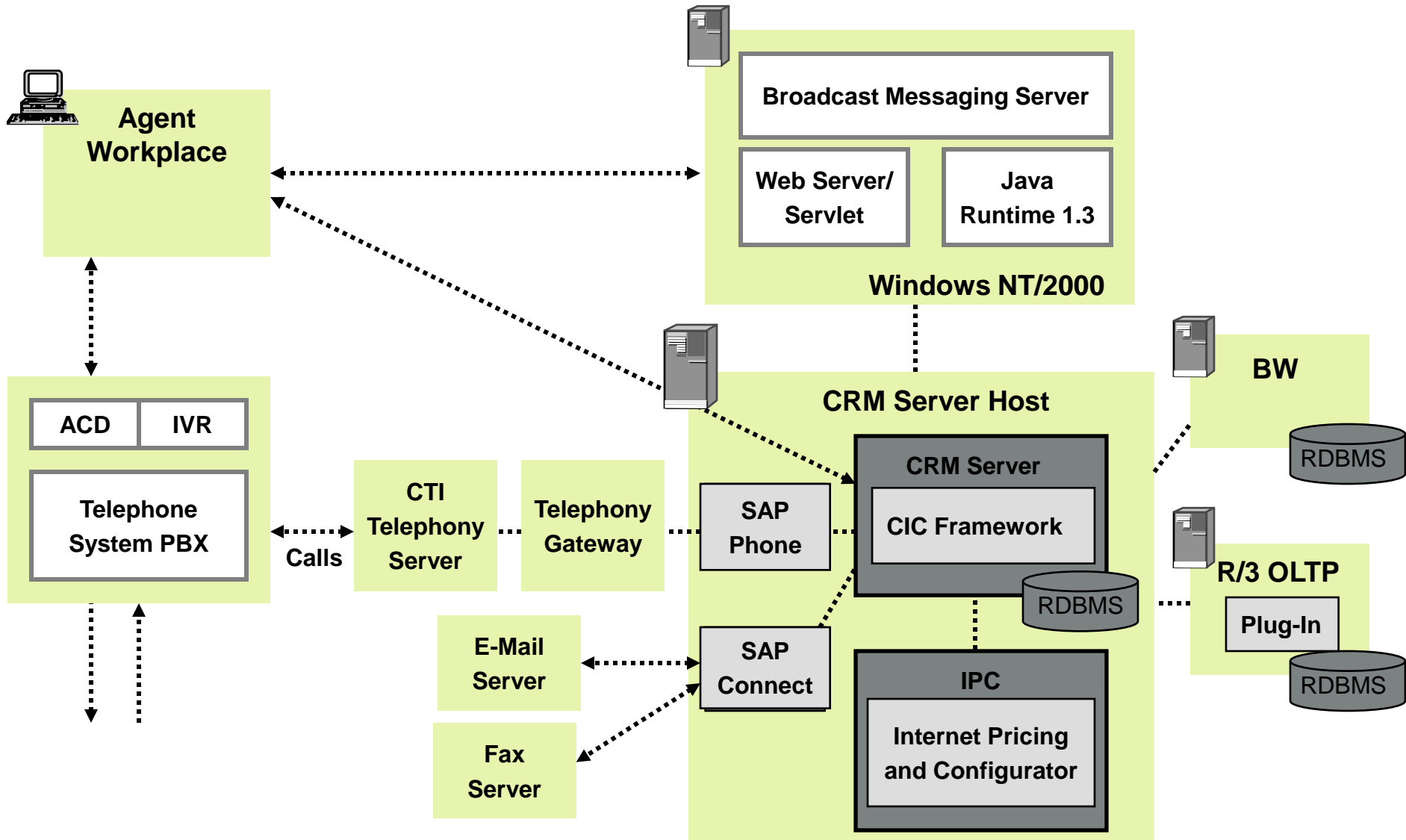


SAPPhone Interface Gateway oder CTI Connector

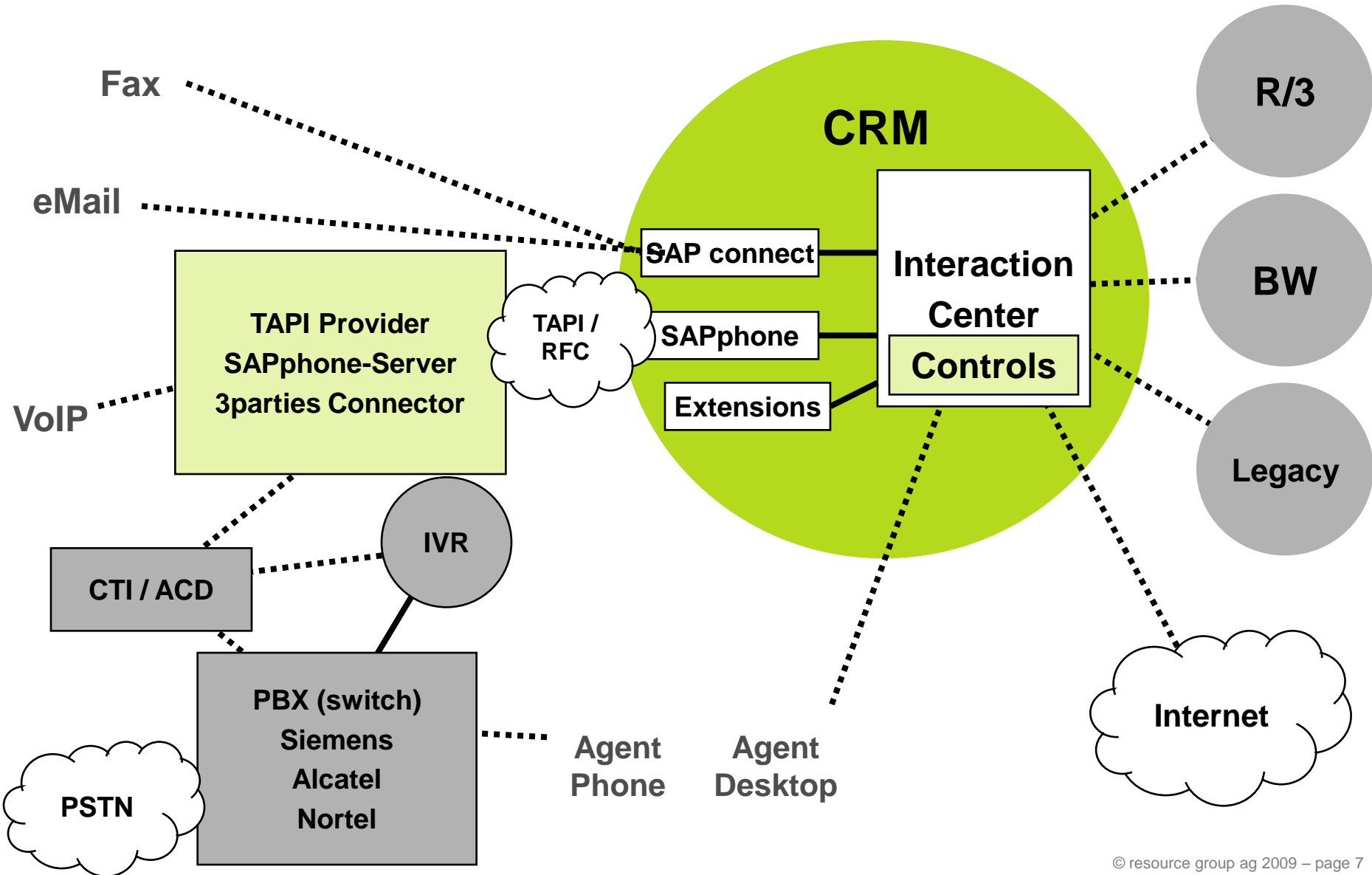
- **SAPphone Server ***
- **Daronto Connector**
- **Cycos Connector**
- **AMC Connector**
- **CT Connector**

* Connector von SAP AG ist kostenlos auf der SAPgui CD verfügbar und setzt immer einen Tapi Service Provider Server oder Tapi Client Treiber voraus.

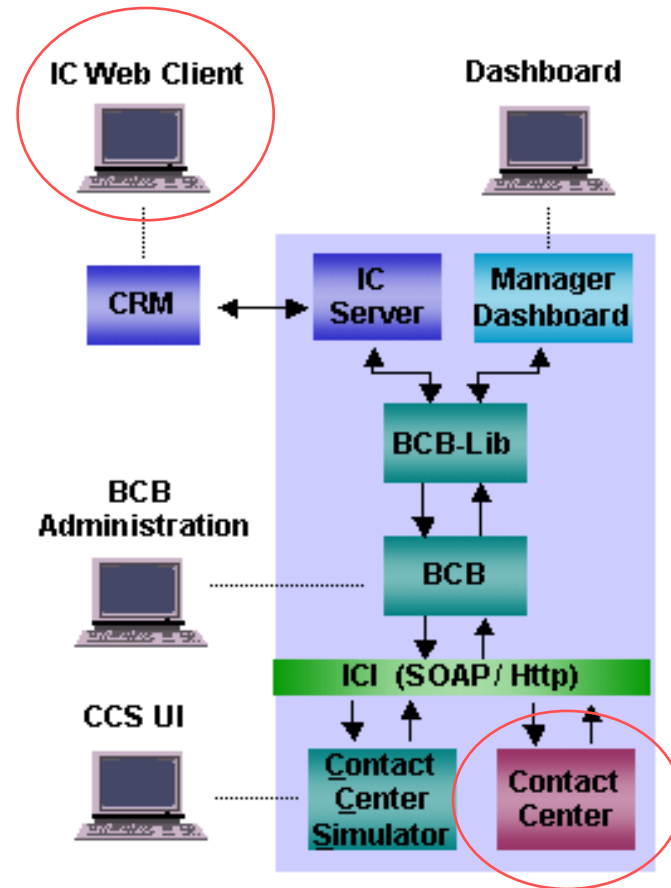
Integration with Telephone Gateway



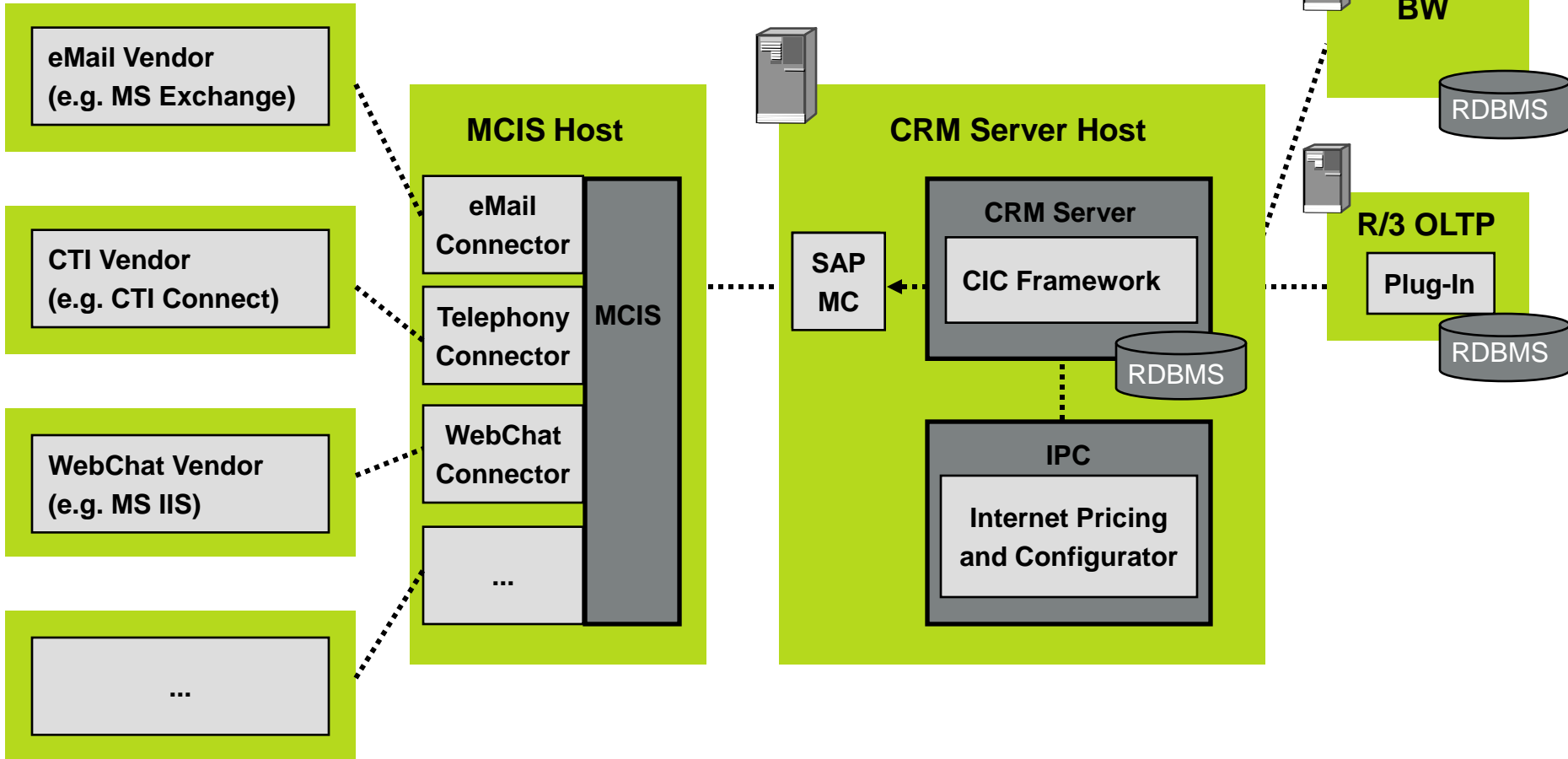
Integration with Telephone Gateway



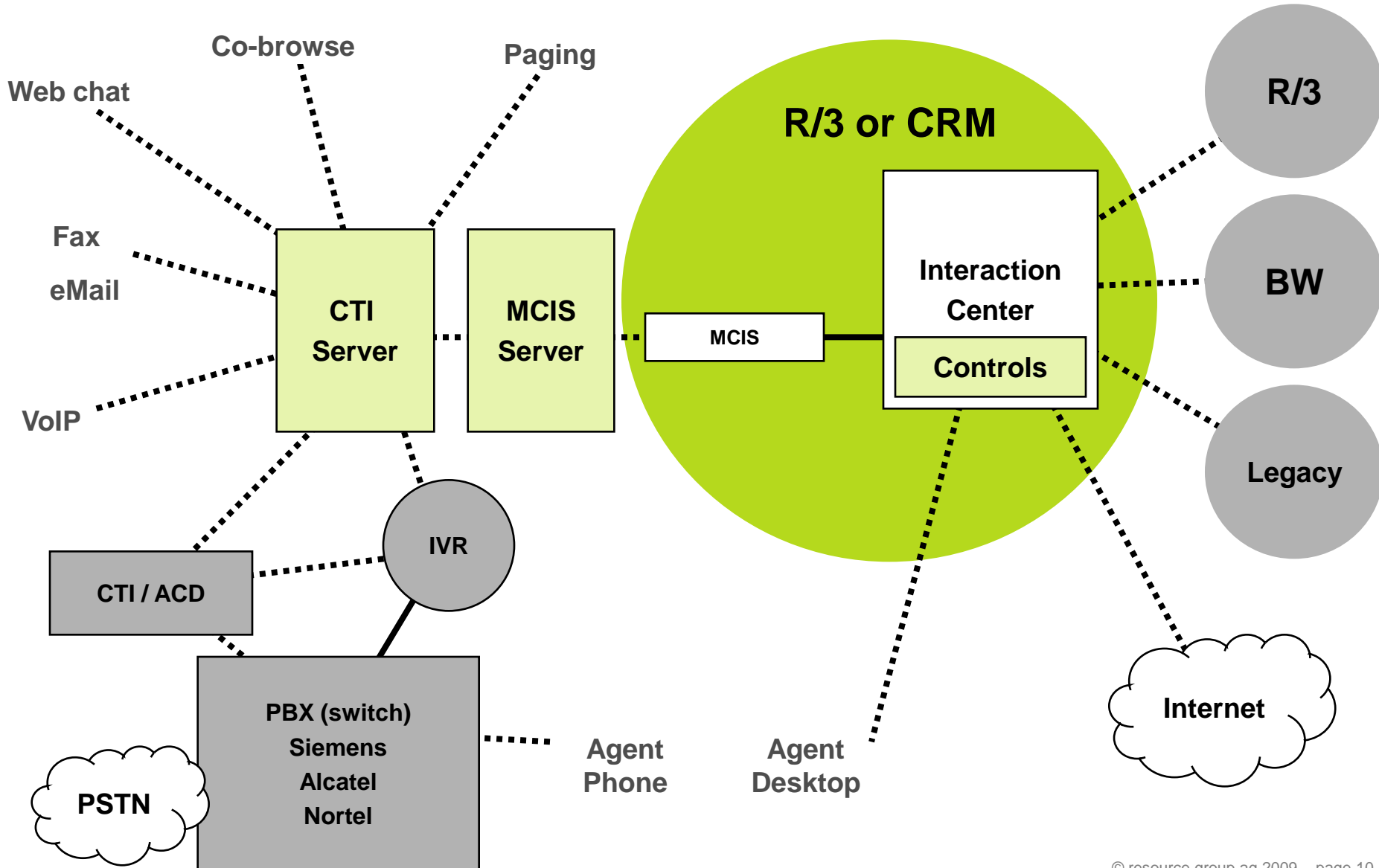
Interaction Center Landscape with IC Interface



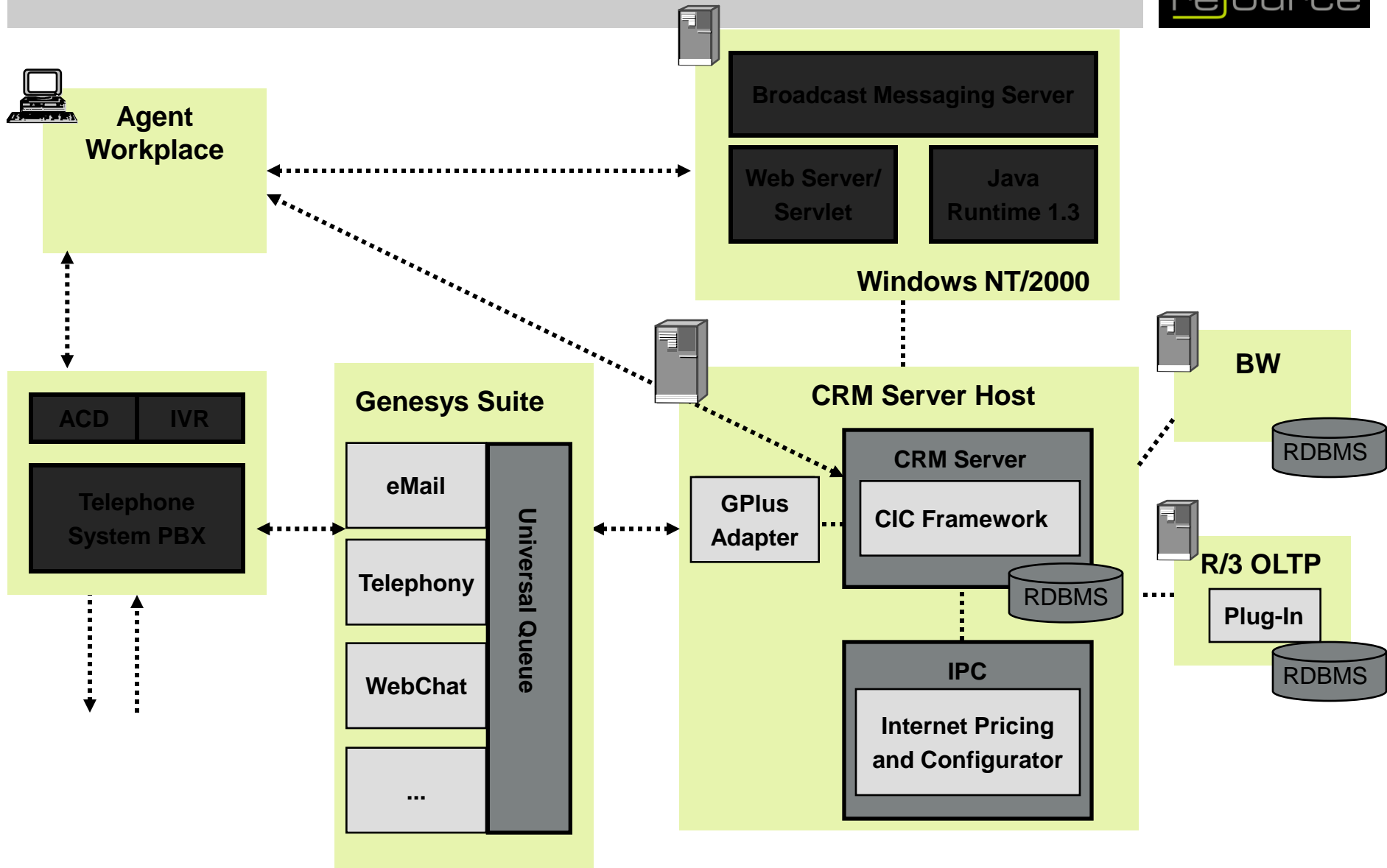
Integration with Multichannel Interface



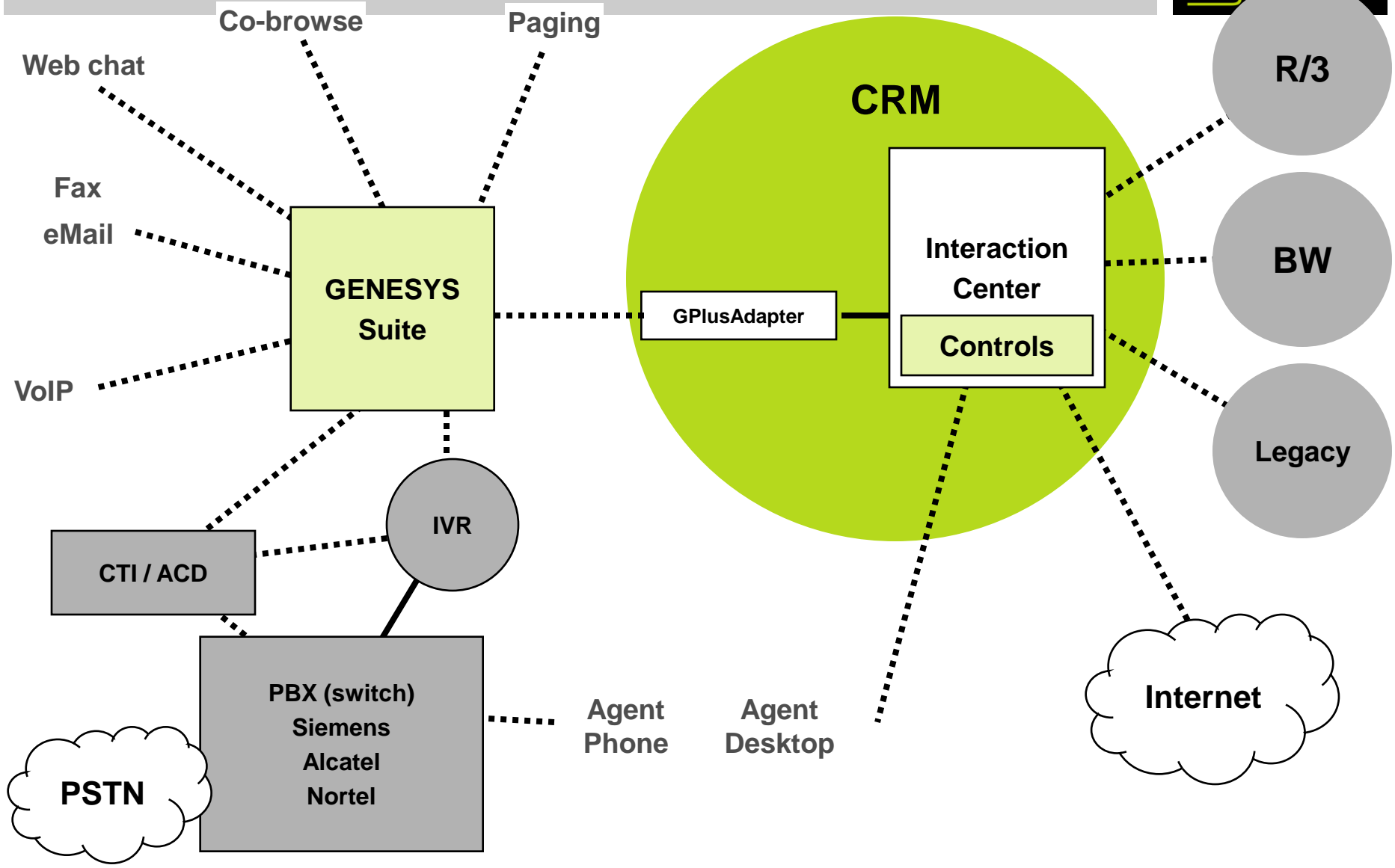
Integration with Multichannel Interface



Integration with Genesys GPlus Adapter



Integration with GPlusAdapter



- SAP Public Web: www.sap.com/solutions/crm/keycapabilities/interactioncenter.asp
- Integration & Certification: www.sap.com/partners/icc
- ICC Integration Guide: www.sap.com/icc/scenarios/technology
- SAP Marketplace : <http://service.sap.com/crm-ic>
- SAP Marketplace : <http://service.sap.com/mcis>
- SAP Marketplace : <http://service.sap.com/instguides>
- SAP Marketplace : <http://service.sap.com/patches>
- SAP Marketplace : <http://service.sap.com/notes>

- ACDAutomatic Call Distribution
- ANI Automatic Number Identification
- API Application Programming Interface
- CADCall Attached Data
- CIC Customer Interaction Center
- CTI Computer Telephony Integration
- DNIS Dialed Number Identification Service
- IVR Integrated Voice Response
- PBX Private Branch Exchange
- RFC Remote Function Call
- TAPITelephony Application Programming Interface