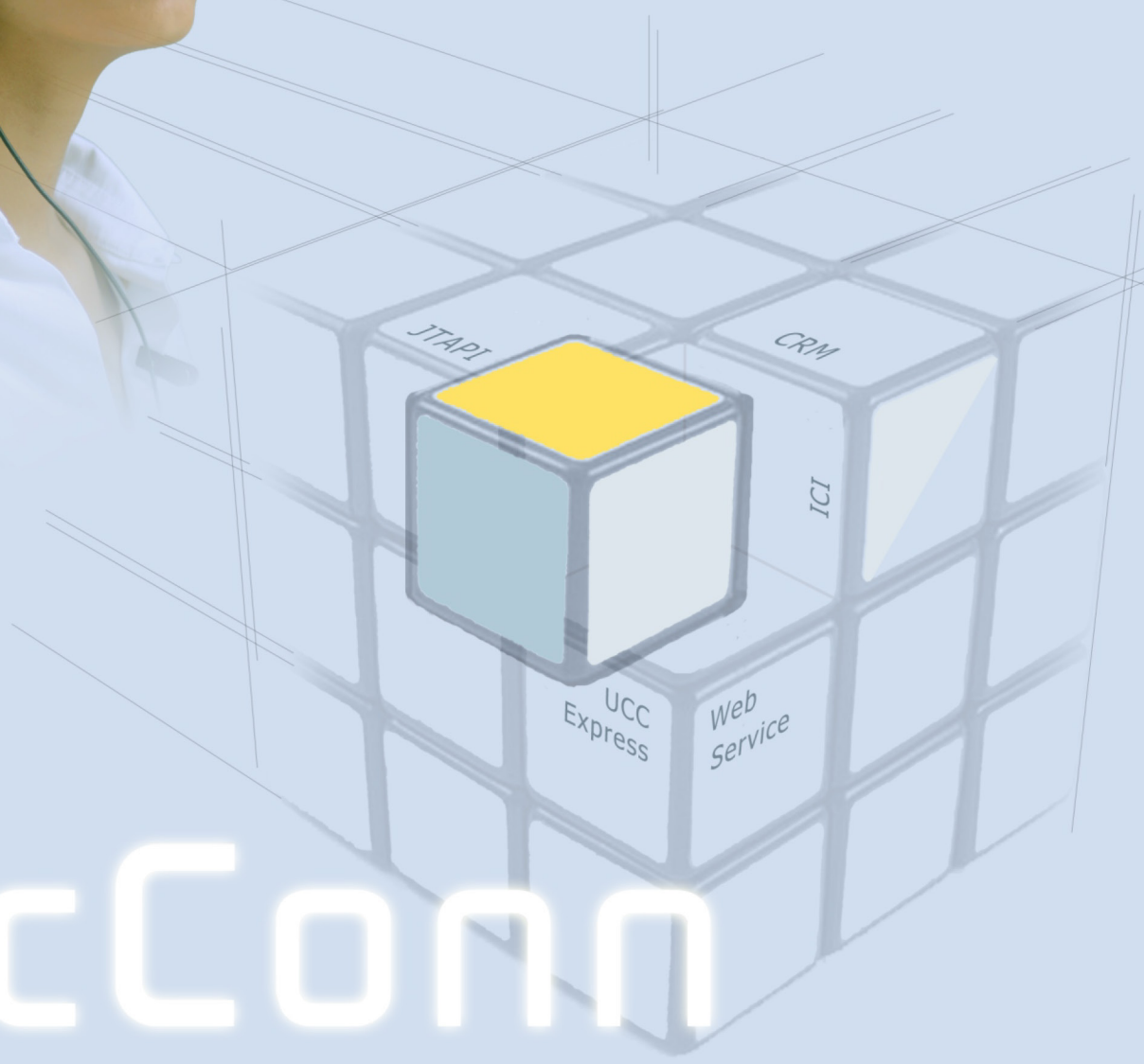




SAP - CISCO UCCX CONNECTOR

SAP® Certified
Integration with SAP Applications



ccConn

The Connector for
SAP CRM and
Cisco UCC Express



Technologies for
Collaboration
& Compliance

Innovative Solutions for Unified Communications and Contact Center Systems

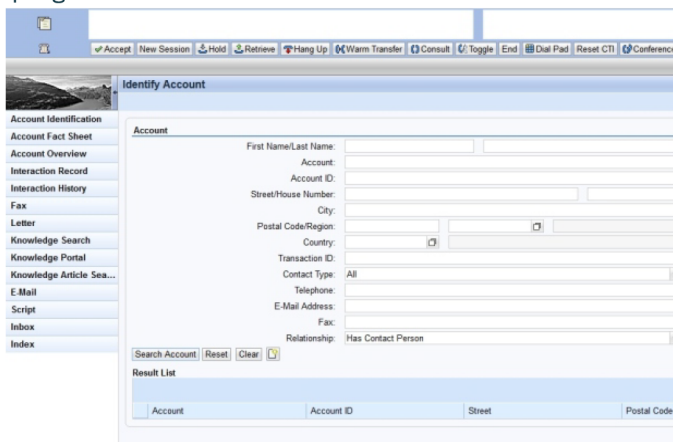
Overview

ccConn solution delivers real-time connectivity between Cisco Unified Contact Center Express and SAP CRM using a pre-packaged, server-based Computer Telephony Integration (CTI) approach.

By implementing ccConn a company can achieve significant productivity gains and improvements in quality of service. ccConn enables agents to use SAP CRM as their single user interface, improves call management including caller identification, call routing on business data, screen pre-population, agent status management and much more.

ccConn is a must have solution for companies to realize all the benefits and achieve maximum ROI on their SAP CRM and Cisco Unified Contact Center Express implementations.

administration, maintenance, and reporting tools. The result is an efficient interaction center that optimizes staffing levels, measures agent performance, benchmarks operational systems, and ensures that customer acquisition and retention goals are aligned with corporate cost and revenue objectives without requiring an expensive staff of programmers.



Systems connected by ccConn

Cisco UCC Express

Cisco Unified Contact Center (UCC) Express Edition, an integral component of the Cisco Unified Communications system, offers an integrated full-featured solution for managing customer voice contacts with all the benefits of the converged Cisco IP Telephony architecture.

Cisoc UCC Express is a single-server, integrated contact-center-in-a-box solution that provides the following features: independence in agent location, improves agent scalability, and provides powerful Automatic Call Distributor (ACD) features, such as conditional routing, call-in-queue and expected-wait-time messages, enterprise data displays, real-time data, and historical reporting together with integrated Interactive Voice Response (IVR) services.

SAP CRM

The SAP Customer Relationship Management (SAP CRM) solution provides agents with the tools they need to seamlessly handle inbound and outbound service, sales, marketing, or IT transactions via phone, e-mail, fax, and the Web, all on a single business platform that unifies the front and back office processes. SAP CRM also provides managers with portal-based access to all SAP or third-party

ccConn benefits

Customer satisfaction

Calling customers will be identified before the call is transferred to a contact center agent. All data captured through the IVR interaction will be available to the agent in the Interaction Center (IC) of SAP user interface. Agents can also make calls from SAP using click-to-dial, they can call any entry in the customer database by a click of the mouse without having to dial a telephone number manually. All of this is about reducing customer wait time and providing faster service.

Increased productivity

The workflows are fully automated, there is no need to re-enter information on the agent's desktop. When a call is transferred, ccConn ensures that SAP data is carried over to the other agent as well. ccConn seamlessly integrates Cisco UCC Express with SAP CRM, utilizing complete CTI functionality for even more effective customer relationship management.

A single unified user interface

Additional client applications (e.g. Cisco UCC Express Agent Desktop) are no longer needed to access the IP phone functions. Agents use the enhanced SAP CRM WEB user interface only - both CRM components and contact center functions are provided in one seamless interface.

ccConn architecture

ccConn is a middleware solution with two main components: the ccConn Communication Server running on dedicated hardware that resides between UCC Express and SAP CRM and the ccConn UCC Express IVR script Module needed in case of IVR integration.

From SAP the ccConn Server behaves like a standard ICI interface and communicates with the SAP IC module via http or https protocol.

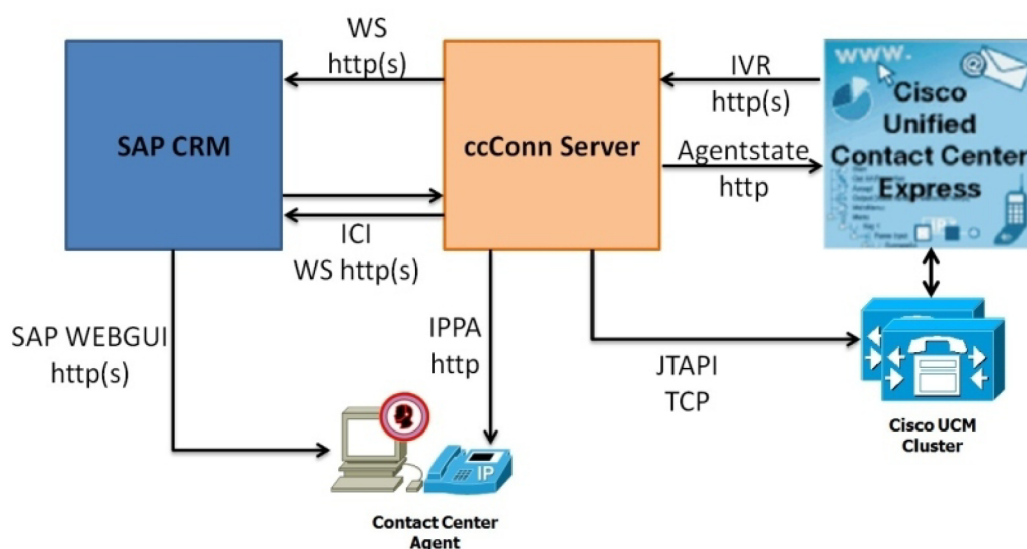
On the UCC Express server side ccConn uses custom Java classes to communicate with the ccConn Server utilizing WebService technology. For call control ccConn relies on JTAPI, that connects directly to Cisco Unified Communications Manager. Information from UCC Express, like agent state changes or custom data queries is passed in real-time to the ccConn Server and then to the SAP application.

Flexible configuration allows low-cost HW implementation for non-production environments - e.g. many ccConn Servers can run on one platform communicating to one UCC Express system on one end, and be connected to their individual SAP instances on the other end.

Hundreds concurrent calls can be handled by either logically clustering agents with dedicated ccConn Server for each cluster or with SAP server sizing and load balancing.

ccConn features

- Enables full CTI functionality from within the SAP IC - call control capabilities including: dial, click2dial, answer, drop, hold, resume, transfer, consult, alternate, conference.
- Allows UCC Express login/logout, agent status management (ready/not ready including reason codes and work wrap-up codes) from the SAP IC.
- Allows SAP data access from IVR scripts (e.g. user identification and authentication based on customer master data).
- Automatically loads information about the identified customer when incoming call arrives.
- Shows on SAP IC information coming from the IVR.
- Transfers captured IVR data to SAP.
- Carries SAP data during Call Transfer (data attached to the original call is attached automatically to the new transferred call).
- Passes call details (including Call Center data) to SAP for further processing (e.g. recorded voice record ID in SAP CRM activities, call durations per tasks etc.).
- Handles outbound calls initiated from SAP.
- Sends out alerts upon detecting any communication interruption between the systems.
- If a high availability UCC Express or SAP server is used, ccConn will switch the communication over, otherwise ccConn will reconnect as soon as the other servers become available.
- Provides easy configuration.



Technical specification

Supported Cisco UCC Express versions

3.x, 4.x, 5.x, 6.x, 7.x, 8.x, 9.x, 10.x, 11.x

All SAP agents requires Cisco IP Phone Agent licenses. For certain features Premium license is required.

Supported SAP versions

SAP CRM 3.x, 4.x, 5.x, 6.x, 7.x

SAP IS-U 4.64

SAP ERP with 4.6c kernel or above

WIN GUI/WEB GUI

Platform

Intel Quad core CPU

8 GByte RAM

100 GByte HDD

Microsoft Windows 2012/ 2016 Server or higher

Use of VMware is supported

ccConn Toolbar features

End Contact

Refresh

Change status to Ready

Change status to Not Ready

Answer a call

Put a call on hold

Retrieve a call from hold

End a call

Initiate conference call

Initiate a call transfer (warm, blind)

Initiate a new call - click to dial

All actions can be initiated both from SAP IC and directly from the Cisco IP phone.

Maximum number of Agents

400



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