

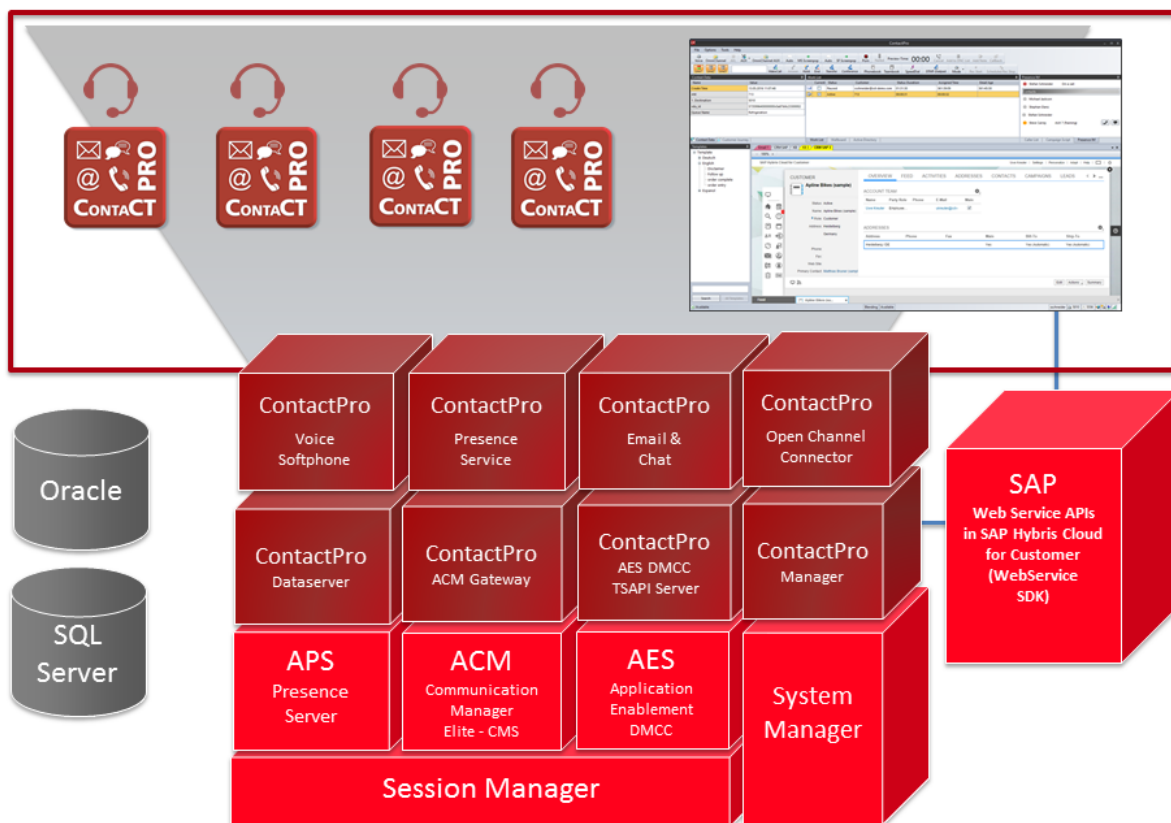
ContactPro SAP Integration

Fact Sheet



CONTACTPRO – SAP CONNECTOR

CCT ContactPro (CP) is an Omni channel Contact Center Solution that helps contact centers gain better control of all managed interactions. ContactPro can be configured to individual requirements and offers efficient support to increase agent productivity and operational effectiveness. A total view of all customer and/or case activities, together with preselected information from CRM and ERP systems, ensures improvements in customer satisfaction scoring and first time call resolution. The reporting and channel blending capabilities of CP allow the best possible use of resources and help to meet and exceed SLA targets.



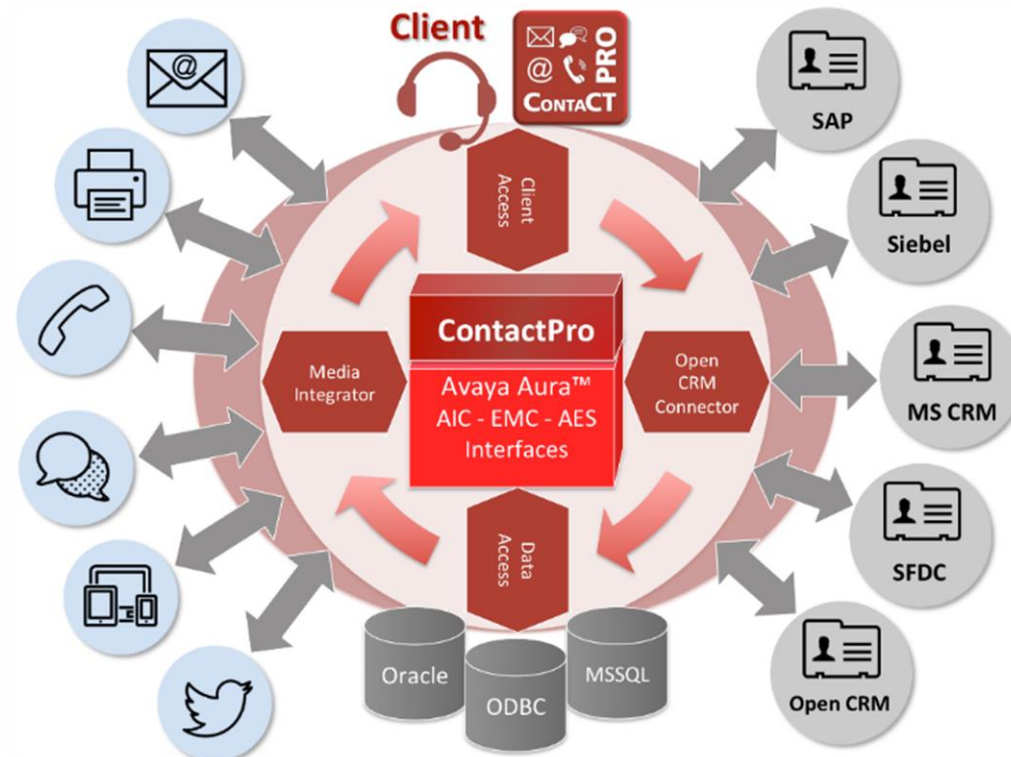
ContactPro is very easy to deploy and can be used in a centralized and decentralized IT environment, including a SaaS model (Subscription). The modular design of ContactPro ensure the desktop is not overloaded and additional functions are provided. ContactPro does support a hybrid & cloud only architecture to leverage performance and design flexibility to the latest SAP solutions on one hand and the advanced Web technologies to provide easy integration with other services and applications on the other hand.

The open CRM Connector offers integration and data exchange with the leading CRM / ERP solutions including SAP Cloud. Search, Update and display parameters are flexible and easy to configure so that always the right information is available to support the agent in the best possible ways.

SOAP API ACCESS

ContactPro connects with SAP Hybris Cloud using the open SOAP and WSDL API to create, update, delete and query records.

This SOAP based interface provides a powerful, convenient, and simple Web services API for interacting with SAP Hybris Cloud. Its advantages include ease of integration and development, and it is an excellent choice of technology for use with mobile applications and Web 2.0 projects.



SAP INTEGRATION FEATURES

The SAP integration and communication with ContactPro contains the following features:

- Automatic and manual screen pop for all incoming contacts (inbound and outbound)
- Execution of screen pop in ContactPro or external browser
- Different screen pops for transferred contacts based on manual or automatic data updates
- Channel-based properties to use different keywords for screen pop results (e.g. ANI, email address, customer number).
- Rule-based properties for different screen pop results based on incoming Information (e.g. data in UUI field).

SCREENPOP RULES

You can configure your own searches based on each Media Type. Examples:

Voice

Search contacts by telephone1 or mobile phone or customer number

Name	Value
Enabled	Yes
Entity	contact
SearchBy	telephone1=\$ANI\$ OR mobilephone=\$ANI\$ or customernumber=\$customernumber\$

Email

Search accounts by email address or customer number

Name	Value
Enabled	Yes
Entity	account
SearchBy	emailaddress1=\$From\$ or customernumber=\$customernumber\$

Web Chat

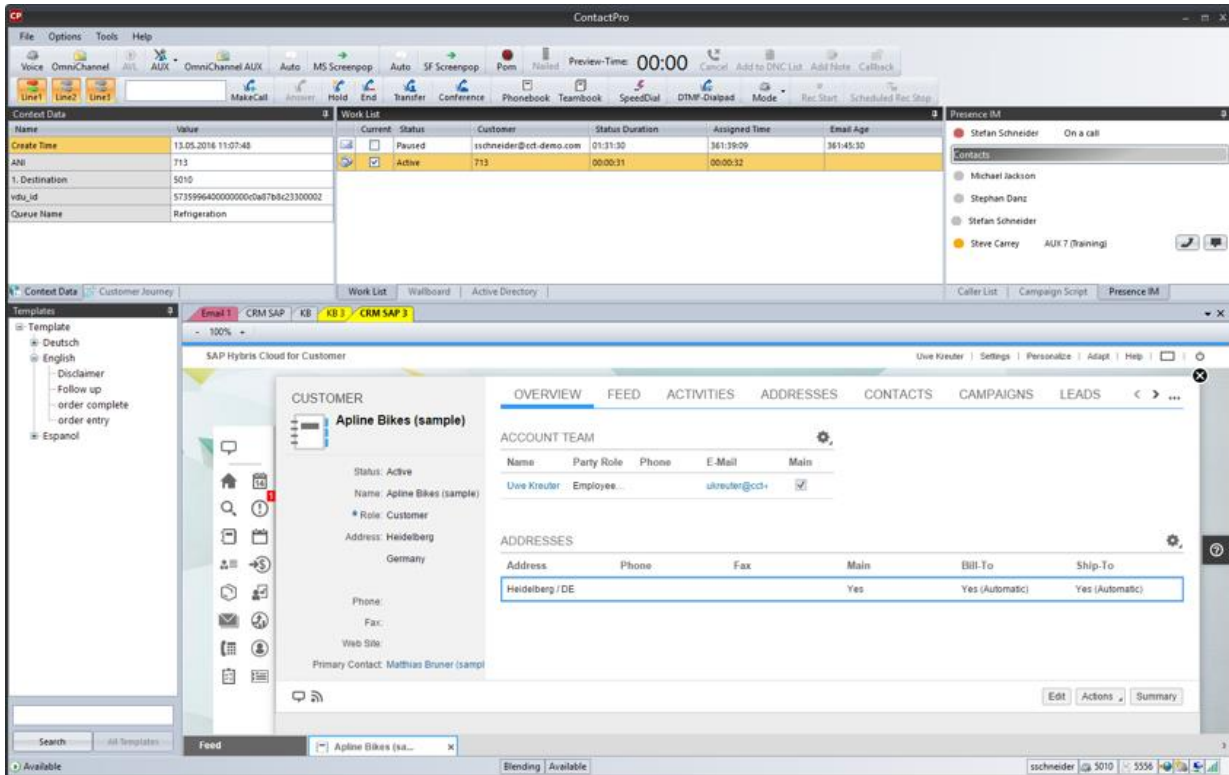
Search contacts by customer number

Name	Value
Enabled	Yes
Entity	contact
SearchBy	customernumber=\$customernumber\$

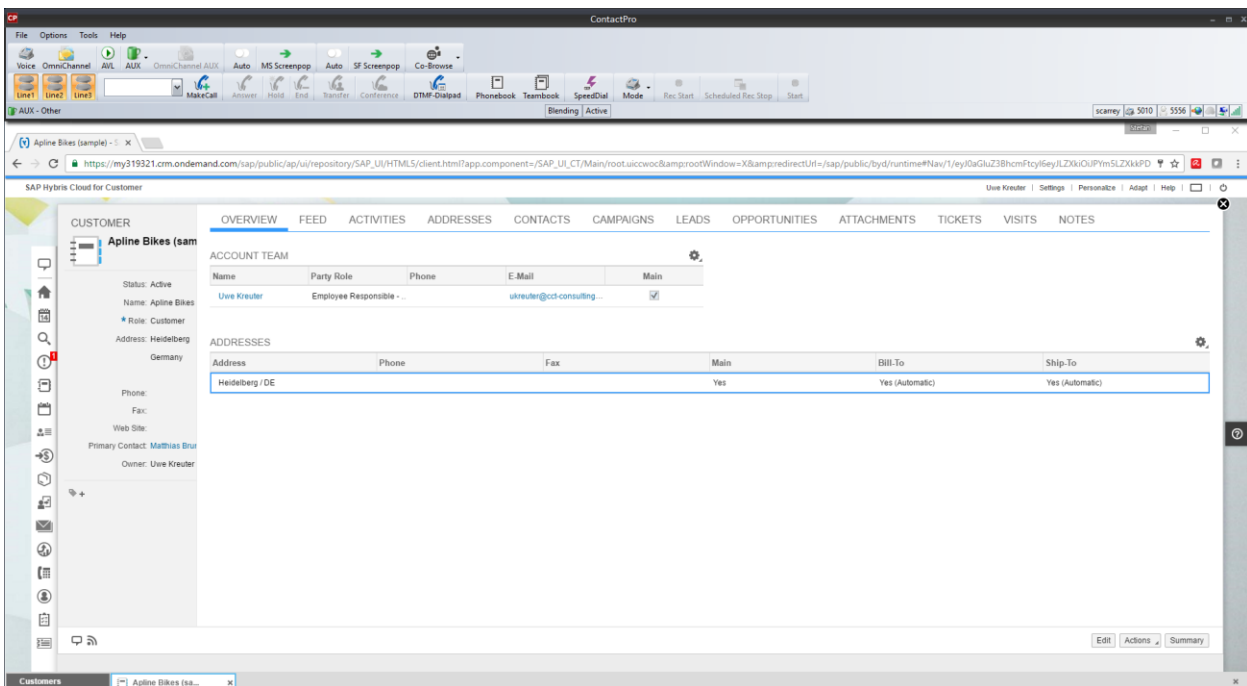
SCREENPOP

Screen pop are embedded inside the ContactPro Client or in an external browser Window.

View Integrated SAP Browser within ContactPro:



SAP Browser (external View) within ContactPro Light View:



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