

PRODUCT GUIDE

Maximizing Productivity



JTAPI

CRM

SAPphone

IPCC
Express

XML-RPC

CISConn

Connector for
mySAP™ CRM and
Cisco IPCC Express



Innovative IP Telephony and Contact Center Solutions

Overview

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

By implementing CISconn a company can achieve significant productivity gains and improvements in quality of service. CISconn enables agents to use mySAP™ 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.

CISconn is a must have solution for companies to realize all the benefits and achieve maximum ROI on their mySAP™ CRM and Cisco Unified IPCC Express implementations.

Systems connected by CISconn

Cisco Unified IPCC Express

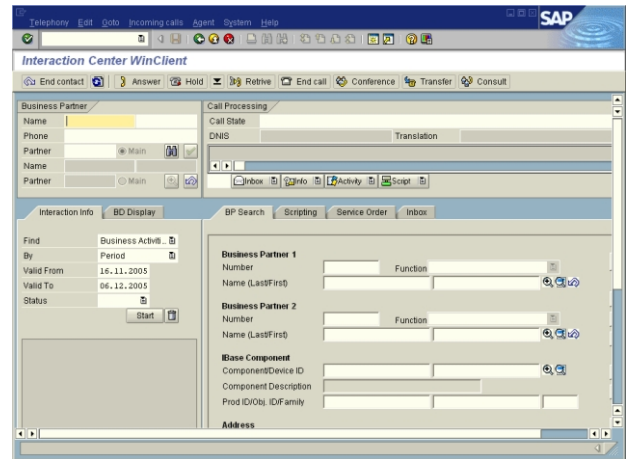
Cisco Unified IP Contact Center (IPCC) Express Edition, an integral component of the Cisco Unified IP Communications system, offers an integrated full-featured solution for managing customer voice contacts with all the benefits of the converged Cisco IP Telephony architecture.

IPCC 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.

mySAP™ SAP CRM

The mySAP™ Customer Relationship Management (mySAP™ 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 unites the front and back office processes. mySAP™ CRM also provides managers with portal-based access to all SAP or third-party

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.



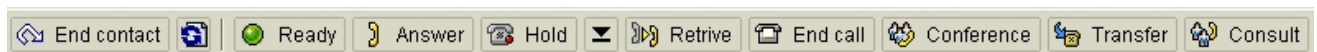
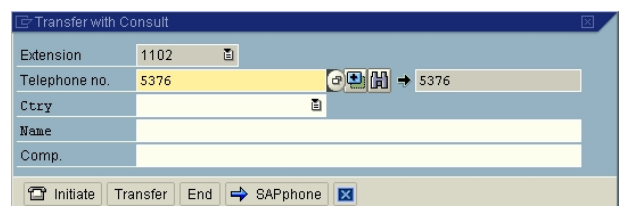
CISconn benefits

Customer satisfaction

Callers will be identified as soon as a call is received. All data captured through the IVR interaction will be available to the agent in the SAP Customer Interaction Center (CIC) via a SAPphone™ pop-up. Agents can also make calls from SAP using click-to-dial, that is, 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, CISconn ensures that SAP data is carried over to the other agent as well. CISconn seamlessly integrates Cisco IPCC Express with mySAP™ CRM, utilizing complete CTI functionality for even more effective customer relationship management.



A single unified user interface

Additional client applications (e.g. Cisco IPCC Express Agent Desktop) are no longer needed to access the IP phone functions. Agents use the enhanced mySAP™ CRM desktop application only – both CRM components and call controls are provided in one seamless interface.

CISconn architecture

CISconn is a middleware solution with three main components: the CISconn Communication Server running on dedicated hardware that resides between IPCC Express and mySAP™ CRM, the CISconn IPCC Express Module, and the CISconn mySAP CRM Module residing on their respective servers.

From SAP the CISconn Server behaves like a standard SAPphone™ interface and communicates with the SAP CIC module via RFC protocol.

On the IPCC Express server side CISconn uses custom JAVA classes to communicate with the CISconn Server utilizing XML-RPC and JTAPI – through Cisco CallManager – for call control. Information from IPCC Express, like agent state changes or custom data queries is passed in real-time to the CISconn Server and then to the SAP application.

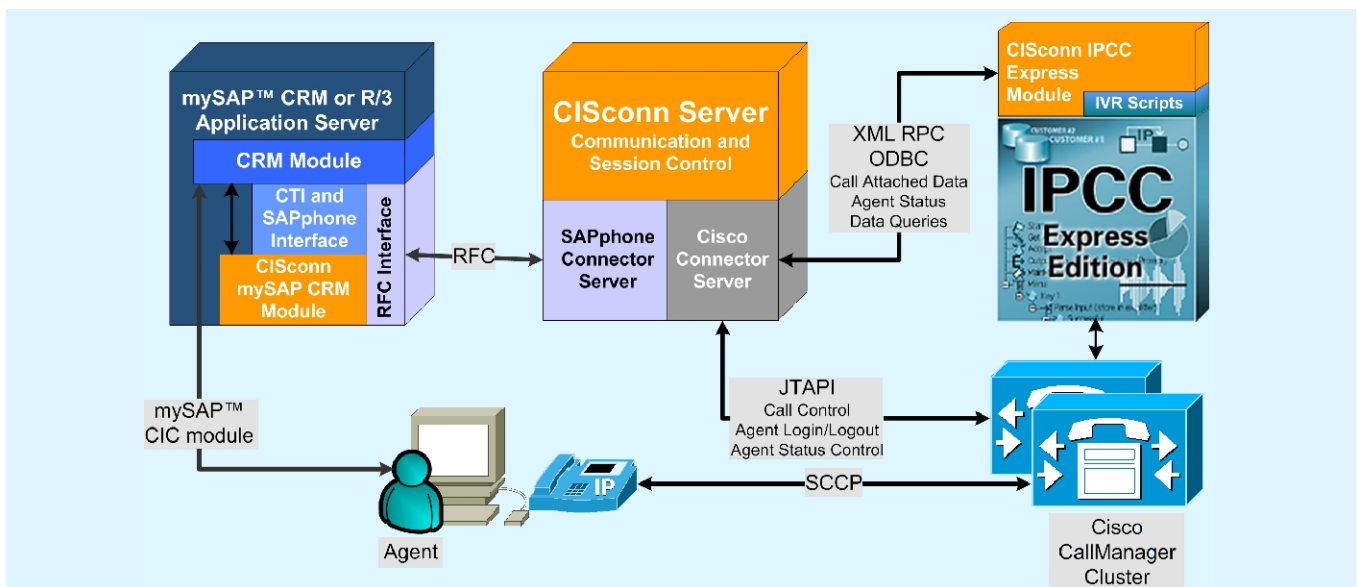
Flexible configuration allows low-cost HW implementation for non-production environments – e.g. many CISconn Servers can run on one platform communicating to one IPCC Express system on one end, and be connected to their individual SAP instances on the other end.

More than 120 concurrent calls can be handled by either logically clustering agents with dedicated CISconn Server for each cluster or with SAP server sizing and load balancing.

CISconn features

The CISconn system provides the following features:

- Enables full CTI functionality from within the SAP desktop application – call control capabilities including: dial, answer, drop, hold, resume, transfer and conference.
- Allows IPCC Express login/logout and agent status management (ready/not ready) from the SAP desktop.
- Allows SAP data access from IVR scripts (e.g. user identification and authentication based on customer master data).
- Pops up SAP window when incoming call arrives.
- Pops up SAP window at IVR events, with IVR data.
- Transfers captured IVR data to SAP.
- Carries SAP data during Call Transfer (data attached to the original call is attached automatically to the new 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 SNMP based alerts upon detecting any communication interruption between the systems. If a high availability IPCC Express or SAP server is used, CISconn will switch the communication over, otherwise CISconn will reconnect as soon as the other servers become available.
- Provides easy to use administration utility.



Technical specification

Supported Cisco IPCC Express versions	3.x 4.x All SAP CIC agent have to be Cisco IP Phone Agent and Premium licenses are required.
Supported SAP versions	mySAP™ CRM 3.x mySAP™ CRM 4.x mySAP™ CRM 5.x or above mySAP™ IS-U 4.64 mySAP™ ERP with 4.6c kernel or above
Platform	Intel Pentium based PC server Windows 2000 Server SP4, Windows 2003 Server SP1 2 GByte RAM 40 GByte HDD Tower or rack mountable
CISconn 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 Initiate a new call All actions can be initiated both from SAP CIC and directly form the Cisco IP phone.
Maximum number of Agents	120
Management	SNMP v2 Error traps Statistical information MIB



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Contact Center
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