SAP - Introduction

The jtel ACD can be integrated with the SAP Cloud for Customer (C4C) by configuring a widget integration in SAP and the REST API endpoints in the jtel system.

The following functions are available:

- The jtel MiniClient widget (iframe) is displayed in the SAP Cloud for Customer (C4C). Full MiniClient functionality is available.
- Click to dial from any record in SAP.
    - Optional verification of the request, and replacement of the signalled outbound calling number can be performed using a REST API. This is useful if several brands or service numbers are used for different purposes, and the caller number needs to be changed often when agents make outbound calls from SAP.
- On an incoming call, the corresponding record in SAP (Customer Sales Data ...) can be searched for using the IVR Object SAP getCallerInformation, which uses REST APIs to query the SAP System.
    - This information can be used to influence the routing in the jtel IVR and ACD.
- Automatic screen pop of records is provided in SAP C4C when calls are forwarded to agents using the SAP C4C system.
    - The popup can either be provided using an exact customer record (usually found in the IVR previously)
    - Or using a telephone number search in the SAP popup itself