

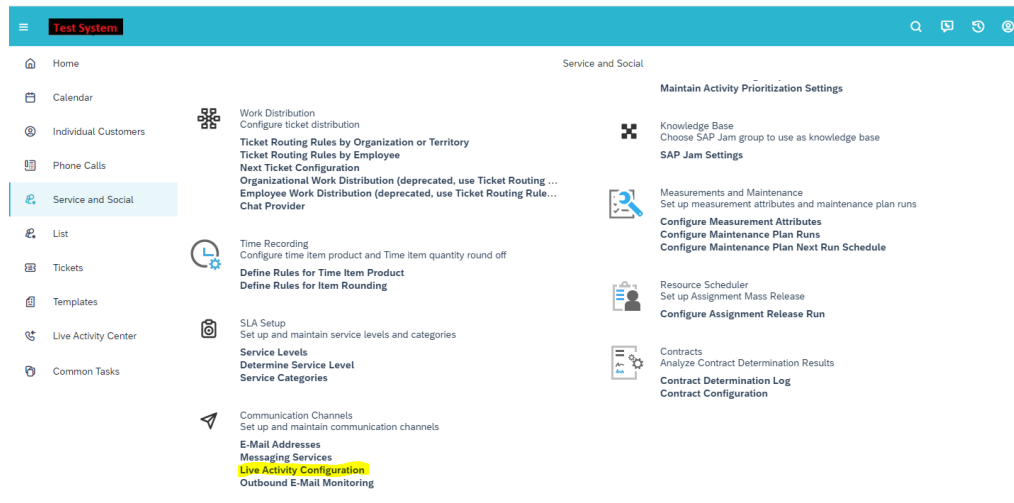
SAP - MiniClient Widget Integration

This integration embeds the jtel MiniClient into SAP C4C as a widget, which provides a unified call handling experience.

The SAP administrator needs to configure the widget for Live Activity in SAP.

Procedure

- Go to Administrator ... **Service and Social** ... Communication Channels ... **Live Activity Configuration**.



- In the Live Activity Configuration screen, in the <Provider> field dropdown select **External Provider**.
- Choose **Other** under <CTI Vendor> field.
- Enter **jtcl** in the <Provider ID> field
- Enter the MiniClient login URL (**https://jtcl-server/CarrierPortal/mclogin/reseller-uid/client-uid**) in the <Provider URL> field.
- It is recommended to put **600** (or more) as Height (px) and **400** as Width (px).

- Make sure to select the **Display Provider Control** flag.
- Choose **Save and Close** when finished.

The login page should be displayed as follows (only the user and password will be displayed, as the reseller and client are coded in the provider URL).

Note: it is useful to set the jtel system to use a cookie login - in this way the user will not have to login every time to the jtel system.