

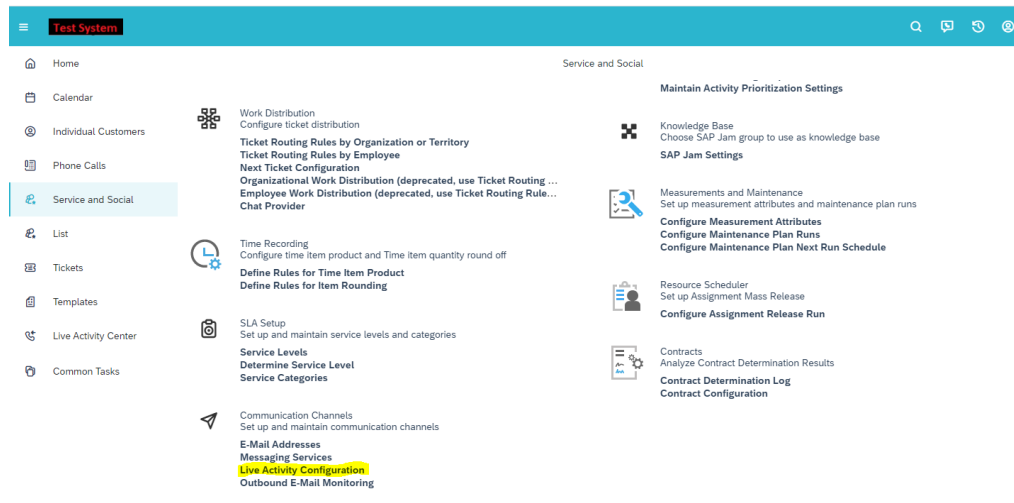
SAP - MiniClient Widget Integration

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).

Live System
Home
Calendar
Individual Customers
Phone Calls
Service and Social
List
Tickets
Templates
Live Activity Center
Common Tasks

Service and Social
Live Activity Can... X

Communication Provider

Provider *

External Provider

CTI Vendor

Other

Provider ID

JTEL

Provider URL

https://bc-server/CarterPortal/messagingnew?clan=us&clan=suid

Layout (Beta)

Foxit

Provider Control Dimensions

Height [px]

600

Width [px]

400

Foxit Client Settings

Display Provider Content

☒

Show All Fields

☒

Conn. System ID

Open Caller Detail View

☐

Open Customer Hub

☒

Open Details Automatically for Incoming Communication

☒

Live Session Tabs

☐

Move and Resize Notification

☒

Search Objects (2) Add Remove

Select items in this list to override the default search options.

Object Name
Individuals

- 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.

Test System

Home

Calendar

Individual Customers

Phone Calls

Service and Social

List

Tickets

Templates

Live Activity Center

Common Tasks

Tickets

Configure Ticket related options

Ticket Configuration

Unlock Ticket

Work Distribution

Configure ticket distribution

Ticket Routing Rules by Organization or Territory

Ticket Routing Rules by Employee

Next Ticket Configuration

Organizational Work Distribution (deprecated, use Ticket Routing Rules ins...)

Employee Work Distribution (deprecated, use Ticket Routing Rules instead)

Chat Provider

Time Recording

Configure time item product and Time item quantity round off

Define Rules for Time Item Product

Define Rules for Item Rounding

SLA Setup

Set up and maintain service levels and categories

Service Levels

Determine Service Level

Service Categories

Communication Channels

Set up and maintain communication channels

E-Mail Addresses

Messaging Services

Live Activity Configuration

Outbound E-Mail Monitoring

Service and Social

Social Media

Set up and maintain you

Social Media Channels

Social Media Message

Maintain Activity Prior

Knowledge Base

Choose SAP Jam group

SAP Jam Settings

Measurements and Mail

Set up measurement att

Configure Measureme

Configure Maintenance

Configure Maintenance

Resource Scheduler

Set up Assignment Mass

Configure Assignment

Contracts

Analyze Contract Determ

Contract Determination

Contract Configuration

Live Engagements

Awaiting Notifications

Go to PORTAL - new Client

Login

User :

Password :

Remember me

Login

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