

SAP - Portal Configuration

Enable SAP in the jtel Portal

To enable SAP in the jtel portal, connect to the portal as sysadmin and check if the resources "**portal.Acd.AgentHome.SAP.Enable.MinIClient**" and "**portal.UserData.Clients.SAP.Visible**" are allowed.

P.S: Once you activate the SAP resource, please make sure that the Salesforce resource is deactivated.

Resources Close					
Resources	System Administrators	Reseller Administrators	Client Administrators	Client Users	
Filter: \SAP	2 Records in Total. Showing 2 Records from 1 to 2. Page 1 of 1.				
URI	Description	Menu Item	Prohibit Inheritance	Action	
portal.Acd.AgentHome.SAP.Enable.MinIClient	Agent Home - SAP integration enabled in Mini Client (X)			Prohibit Inheritance	
portal.UserData.Clients.SAP.Visible	Client data - Tab "SAP" visible (X)			Prohibit Inheritance	

Make sure the SAP resource is executable in Client Administrators and/or Client Users.

Filter: \SAP		2 Records in Total. Showing 2 Records from 1 to 2. Page 1 of 1.							
URI	Description	Menu Item	Create (C)	Read (R)	Update (U)	Delete (D)	Execute (X)	Action	
portal.Acd.AgentHome.SAP.Enable.MinIClient	Agent Home - SAP integration enabled in Mini Client (X)						yes	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
portal.UserData.Clients.SAP.Visible	Client data - Tab "SAP" visible (X)						yes	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	

Client Master Data

SAP Settings

The following settings are available in the Client Master Data screen in the jtel System, which control the way SAP is integrated with the jtel ACD.

These settings must be setup and correct, if the integration is to function correctly.

Setting	Example Value	Description
Authorization Token	VXXXXXXXXXXZZZZxxxxaaaabbbQ=	The basic authorization token for the SAP REST API - this is the base64 encoding of Username:Password. This is required for all REST queries made to the SAP interface.

onClickToDial

This section controls how outbound calls are made from the SAP system using the jtel ACD.

If activated, the jtel system will query SAP by REST before the outbound call is made.

This can be used to change the signalled number (the used service number) when the jtel system makes the outbound call.

Setting	Example Value	Description
REST URL	https://sap.crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection	The SAP REST API URL.

REST Parameters	<p>Example1:</p> <pre>\$filter=CustomerID eq '\$SAPBusinessPartnerID' \$expand=IndividualCustomerSalesData</pre> <p>Example2:</p> <pre>\$filter=NormalisedPhone eq '+\$SAPPhoneNumber' \$expand=IndividualCustomerSalesData</pre>	<p>The SAP REST API Parameters - must follow this format:</p> <ul style="list-style-type: none"> • paramName=paramValue. • Parameters are separated by Carriage return. • Variables start with a dollar sign '\$' e.g. \$SAPBusinessPartnerID, \$SAPPhoneNumber.
JSON Result	<pre>distributionChannelCodeText=d.results[0]. IndividualCustomerSalesData[0].DistributionChannelCodeText countryCode=d.results[0].CountryCode</pre>	<p>This specifies how the jtel System parses the JSON result received from SAP.</p> <p>variableNameToParse=jsonPathToVariable</p> <p>Multiple variables are separated by Carriage return.</p> <p>The two main variables required, are distributionChannelCodeText and countryCode. These two values are concatenated, and used to search the jtel system for the service number to use when the outbound call is made.</p>
jtel REST API onClickToDial active		<p>If this option is selected, the onClickToDial REST endpoint will be queried before a click to dial request is performed.</p>

getCallerInformation

This configuration is used by the IVR object **SAP getCallerInformation**

Setting	Example Value	Description
REST URL	https://sap.crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection	The SAP REST API URL.
REST Parameters Function CallerNumber	\$filter=NormalisedPhone eq '+%CallerNumber%' \$expand=IndividualCustomerSalesData	<p>The SAP REST API Parameters if the CallerNumber function is chosen as a function in the IVR Object:</p> <p>The variable used here is %CallerNumber%</p>
REST Parameters Function CustomerID	\$filter=CustomerID eq '%CustomerID%' \$expand=IndividualCustomerSalesData	<p>The SAP REST API Parameters if the CustomerID function is chosen as a function in the IVR Object:</p> <p>The variable used here is %CustomerID%</p>

The following screenshot shows an example configuration:



Master Data Options Routing Email FTP Export FTP Import Call Recording Prompt Management Salesforce **SAP** Confluence REST

Authorization Token : [REDACTED]

REST URL: [https://\[redacted\].crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection](https://[redacted].crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection)

[https://\[REDACTED\].crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection](https://[REDACTED].crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection)

```
$filter=CustomerID eq '$SAPBusinessPartnerID'
$expand=IndividualCustomerSalesData
```

```
distributionChannelCodeText=d.results[0].IndividualCustomerSalesData[0].DistributionChannelCodeText
countryCode=d.results[0].CountryCode
```

☒ If this option is selected, the `onClickToDial` REST endpoint will be queried before a click to dial request is performed.

REST URL: <https://mycrm.crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection>

[https://\[redacted\]crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection](https://[redacted]crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection)

```
$filter=NormalisedPhone eq '%CallerNumber%'
$expand=IndividualCustomerSalesData
```

```
$filter=CustomerID eq '%CustomerID%'
$expand=IndividualCustomerSalesData
```

```
$filter=CustomerID eq '%CustomerID%'
$expand=IndividualCustomerSalesData
```

Save and Close Save Refresh Cancel