

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		Actions				
URI	Description	Menu Item	Prohibit Inheritance	Action	H	H
<code>portal.Acd.AgentHome.SAP.Enable.MiniClient</code>	Agent Home - SAP integration enabled in Mini Client (X)			Prohibit Inheritance	X	X
<code>portal.UserData.Clients.SAP.Visible</code>	Client data - Tab "SAP" visible (X)			Prohibit Inheritance	X	X

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

Resources		Actions					Actions			
URI	Description	Menu Item	Create (C)	Read (R)	Update (U)	Delete (D)	Execute (X)	Action	H	H
<code>portal.Acd.AgentHome.SAP.Enable.MiniClient</code>	Agent Home - SAP integration enabled in Mini Client (X)						yes	C R U D X S 1	X	X
<code>portal.UserData.Clients.SAP.Visible</code>	Client data - Tab "SAP" visible (X)						yes	C R U D X S 1	X	X

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	VXXXXXXYYYYZZZZxxxxaaabbbbQ=	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	<code>https://sap.crm.ondemand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection</code>	The SAP REST API URL.

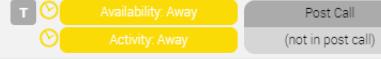
REST Parameters	Example1: \$filter=CustomerID eq '\$SAPBusinessPartnerID' \$expand=IndividualCustomerSalesData Example2: \$filter=NormalisedPhone eq '+\$SAPPhoneNumber' \$expand=IndividualCustomerSalesData	The SAP REST API Parameters - must follow this format: <ul style="list-style-type: none"> paramName=paramValue.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

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	The SAP REST API Parameters if the CallerNumber function is chosen as a function in the IVR Object: The variable used here is %CallerNumber%
REST Parameters Function CustomerID	\$filter=CustomerID eq '%CustomerID%' \$expand=IndividualCustomerSalesData	The SAP REST API Parameters if the CustomerID function is chosen as a function in the IVR Object: The variable used here is %CustomerID%

The following screenshot shows an example configuration:



Edit Client "jtel GmbH"

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

Settings

Authorization Token :

onClickToDial API

REST URL : `https://REDACTED.crm.on-demand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection`

REST Parameters :

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

JSON Result :

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

jtel REST API onClickToDial active :
If this option is selected, the onClickToDial REST endpoint will be queried before a click to dial request is performed.

getCallerInformation API

REST URL : `https://REDACTED.crm.on-demand.com/sap/c4c/odata/v1/c4codataapi/IndividualCustomerCollection`

REST Parameters Function CallerNumber :

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

REST Parameters Function CustomerID :

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

Buttons

Save and Close **Save** **Refresh** **Cancel**