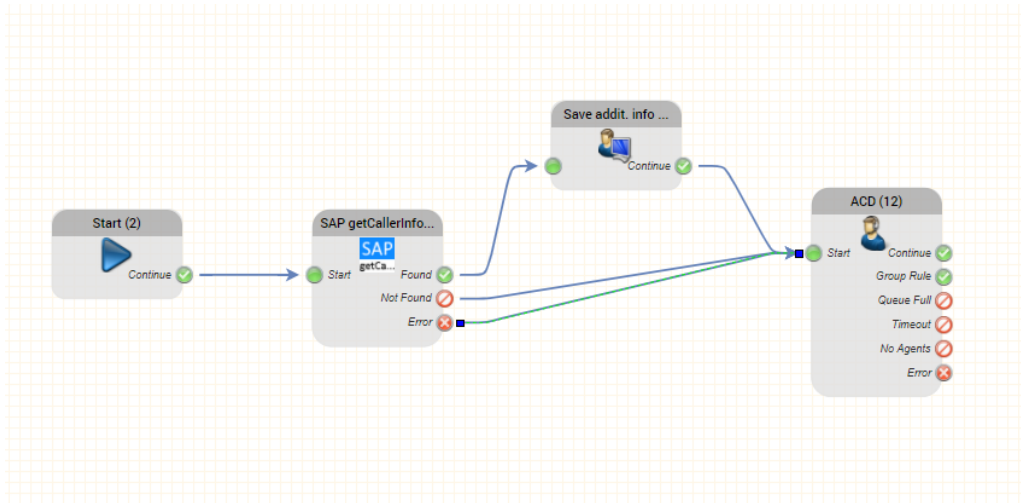# IVR Object - SAP getCallerInformation

Using the API in the jtel system involves using the getCallerInformation object in a routing application.

A sample routing application is shown here:

SAP getCallerInformation

This object executes the REST API getCallerInformation call in the SAP instance, to retrieve data about the current call.

This information can be used to influence further routing of the call, and to provide information to the agent in the jtel client.

The following parameters are provided:

Parameter	Example Value	Description
Function	Caller Number or Customer ID	In the **Function** field you can choose between **Caller Number** or **Customer ID** Depending on the function selected a different REST call will be made. The REST call is configured in the client master data settings of the client account.
Service Number	$servicenumber	The service number which was called in the jtel system. This parameter will only be required, if the REST service makes use of the service number in the query.
Service Name	$servicename2	The service name which was called in the jtel system. This parameter will only be required, if the REST service makes use of the service name in the query.
Caller Number	$caller	This parameter will be required if the function Caller Number is used. $caller contains the caller number in fully qualified E.164 format (without +).
Customer ID	$customerID	The customer ID (SAP customer ID). This parameter will be required if function Customer ID is used.

Outputs

Output	Used When
Found	At least one record was found.
Not Found	No records were found.
Error	An error occured accessing the SAP REST service.

Save additional information and user data

This object should be used, to save the data from the query. The most important steps are:

- Save the ID of the SAP customer record to User Data
- (Optionally) save the URL to access the record to the CRM URL
- (Optionally) save the SAP customer name in Additional Info

Parameter	Example Value	Description
Additional Info	SAP customer: $SAP.d.results.0.FormattedName	This value will be shown as "Additional Info" in the jtel client. Any fields returned from SAP could be used here.
User Data	$SAP.d.results.0.CustomerID	This value will be used in the statistics of the ACD (in particular, this will be saved in the table StatisticsPartA). Also, this value is used to call the screen pop routine in SAP from the Mini Client.
User Data 2		Optionally additional values can be saved here. These values are saved in the StatisticsPartA table in the Jtel database.
User Data 3		Optionally additional values can be saved here. These values are saved in the StatisticsPartA table in the Jtel database.
CRM-URL	$SAP.d.results.0.IndividualCustomerSalesData.0.__metadata.uri	This URL is provided in the mini client and full client, to access the SAP record.

Results

The following shows the results in an incoming call in the jtel system. The CRM Link contains a link to the SAP record, and UserData contains the SAP Customer ID.