



SAP Customer Experience

Integrating SAP Service cloud with SAP Contact Center 365 Using SAP Cloud Platform

PUBLIC

Agenda

- Overview
- Prerequisites
- View Prepackaged Artifacts using SAP CPI WebUI
- Configure and Deploy the Artifacts Using SAP CPI WebUI
- Monitoring from WebUI

Overview

This package enables integration of SAP Service cloud with SAP Contact Center 365. Scope includes routing of Tickets created/updated in Service Cloud by creating tasks in SAP Contact Center 365.

Business Context

Ticket push routing enables, routing of tickets via sap contact center 365. Tickets created in sap service cloud via different channels like e-mail, portal can be routed through sap contact center 365. Once contact center widget is configured in C4C. Agent can make himself available via communication panel embedded in live activity popup and is ready to accept notifications. When the ticket is routed, popup appears where the agent can check more details to accept the notification and open the respective ticket to work on it. Agent can close the notification, once done with ticket and is ready to accept more tickets from Queue.

Prerequisites

Configure SAP contact center 365

- Configure the parameters that needs to be showed on the communication panel, for ex Ticket ID, Node ID.

Configure Live Activity

- In SAP service cloud, configure the live activity and provide the URL to embed the ECF host application as explained in the [help](#)

Configure Event Notification

- Create an event notification and register the URL obtained from integration flow.
- Register the event for Ticket Create and Ticket Update.
- Provide the credentials and activate.
- More [details](#)

Configure CPI

- User credentials and Certificates are obtained.
- Network Security team takes the responsibility of preparing the network environment across different systems and its security aspects.

View Prepackaged Artifacts using SAP CPI WebUI

- Access the web UI URL in the format: <https://<cpitenant>.ondemand.com/itspaces>
- Choose 'SAP Service Cloud Integration with SAP Contact Center 365' from Discover tab
- Copy the package to Design tab

Configure and Deploy the Artifacts Using SAP CPI WebUI

Select the artifact you want to deploy and click on 'Configure' action.

Maintain the authentication methods, and configure values for parameters:

Parameter details for Artifact – Route Tickets via SAP Contact Center 365

Receiver : CCtr – SAP contact center 365

Parameter	Description
Address	Enter the Address of Task manger interface for ex : <a href="http://<Host>:<Port>/TMI/TMI.asmx">http://<Host>: <Port>/TMI/TMI.asmx
Authentication	Authentication Type for Task manger Interface
Credential Name:	If the Authentication type is Basic, enter the credential name configured CPI key store.

Receiver : C4C_ODATA – SAP cloud for service

Parameter	Description
Authentication	Authentication Type for Task manger Interface
Credential Name:	If the Authentication type is Basic, enter the credential name configured CPI key store.

Other Parameters

Parameter	Description
C4C Allow All Ticket Sources	If set to false, iflow will be triggered only for configured ticket source, else will be triggered for all
C4C Allow All Ticket Types	If set to false, iflow will be triggered only for configured ticket types, else will be triggered for all
C4C Allow Ticket with agent	If set to true, iflow will be triggered even if the processor is maintained at ticket level.
C4C Allowed Ticket Source 1	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 2	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 3	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 4	Enter the Allowed Ticket source code

Parameter	Description
C4C Allowed Ticket Source 5	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 6	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 7	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 8	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 9	Enter the Allowed Ticket source code
C4C Allowed Ticket Source 10	Enter the Allowed Ticket source code
C4C Allowed Ticket Type 1	Enter the Allowed Ticket Type code
C4C Allowed Ticket Type 2	Enter the Allowed Ticket Type code
C4C Allowed Ticket Type 3	Enter the Allowed Ticket Type code
C4C Allowed Ticket Type 4	Enter the Allowed Ticket Type code
C4C Tenant URL	Enter the Cloud for service tenant URL, for ex: https://myxxxxxxx.crm.ondemand.com
CCTR TMI Key for Customer ID	Enter the field name configured in SAP contact center 365 for Customer ID field

Parameter	Description
CCTR TMI Key for Customer Name	Enter the field name configured in SAP Contact Center 365 for Customer Name field
CCTR TMI Key for Customer UUID	Enter the field name configured in SAP Contact Center 365 for Customer UUID field
CCTR TMI Key for Ticket ID	Enter the field name configured in SAP Contact Center 365 for Ticket ID field
CCTR TMI Key for Ticket Node ID	Enter the field name configured in SAP Contact Center 365 for Ticket Node ID field
CCTR TMI Key for Ticket Subject	Enter the field name configured in SAP Contact Center 365 for Ticket Subject field
CCTR TMI Queue	Enter the SAP Contact Center 365 Queue where the task needs to be created.
CCTR TMI Task Type	Enter the SAP Contact Center 365 Task type. 'XRI' is standard task type.

Thank you.