

SAP Interface

to Cisco CUCM by NTW Software

NTW®

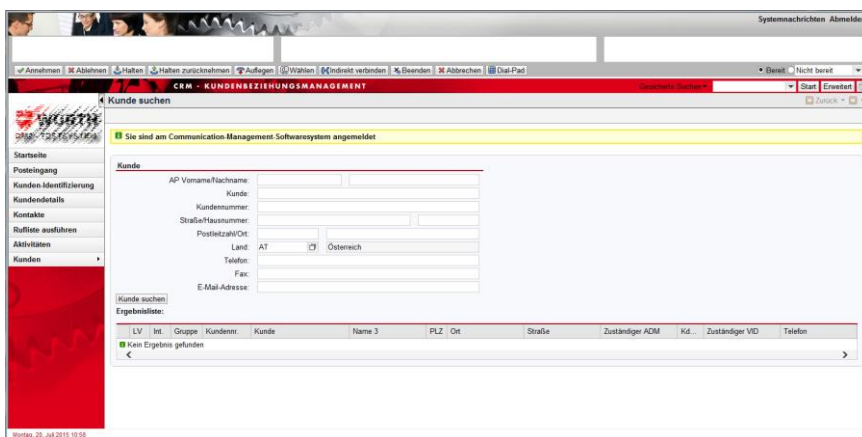
ADVANTAGES

- Use CTI functionalities directly in SAP CRM
- No client installation necessary
- Control via SAP CRM or directly on the phone
- Reverse lookup and opening of customer mask in SAP CRM
- Log-on / -off individually per queue
- Private evaluation time setting for each user

Direct connection to SAP

NTW offers an interface to connect to SAP CRM and Cisco UCM. CTI phone functionalities and reverse lookup with automatic opening of the customer's mask may be used directly in SAP CRM.

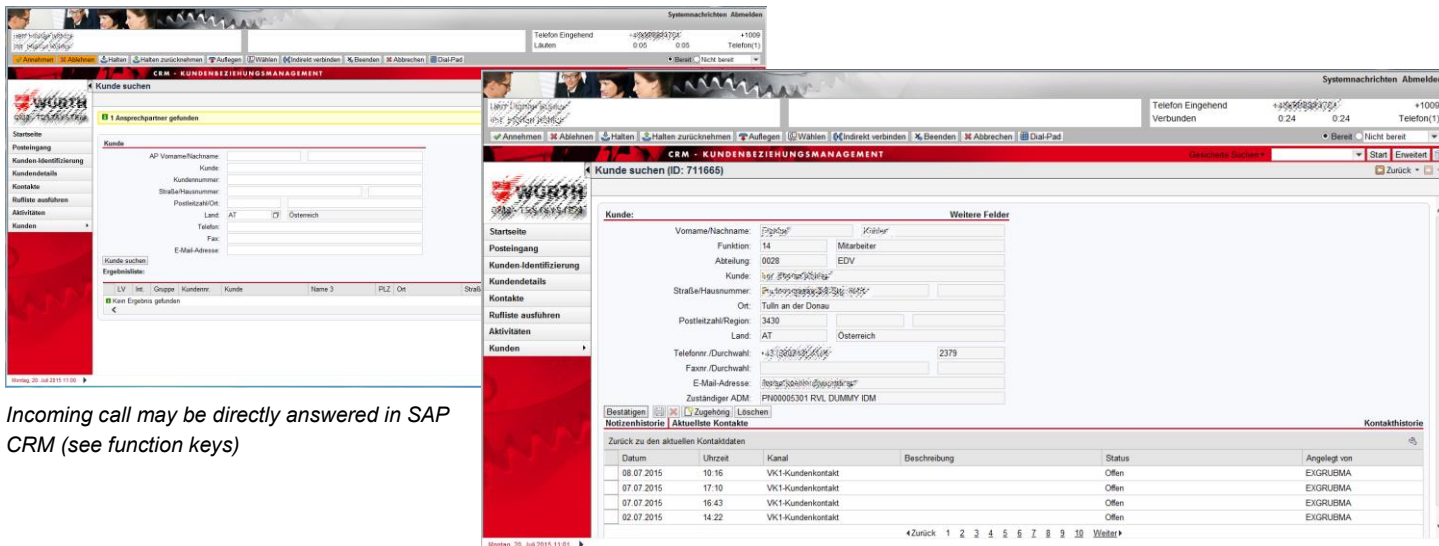
No installation is necessary on the end terminal as the connection is built on the server-side.



Display after log-in to SAP CRM

Flexible application

NTW is known for its deep integration to Cisco UCM and so offers comprehensive functionality as attendant console and service centre. A call distribution can be flexibly configured, containing various attributes (calendar, reverse lookup, database queries, etc.).



Incoming call may be directly answered in SAP CRM (see function keys)

Automatic opening of customer mask (according to reverse lookup)



Optimal for contact centre

In conjunction with the NTW contact centre, typical functionalities like “Ready” / “Not ready” / “Pause” are available. CRM employees may log on to or off from any individual queue. The central configuration stores which agents are put into evaluation time after ending a call and which are “ready” right away.

Agent-Dashboard
Schließen | ☰

Details

Benutzerna...	Markus Gruber	CMS-Name:	CSID for NTW
Benutzer-ID:	EXGRUBIMA	CMS-ID:	NTW
Benutzerrolle:	Interaction Center Agent	SAP-Syste...	CM2
Benutzerrol...	ZIC_AGENT	Domäne:	wuerth.at

Kanäle

Subskrib...	Kanal	Adresse
<input type="checkbox"/>	Telephony	+1009

Warteschlangen Übernehmen und schließen

Subskribiert	Warteschlange
<input checked="" type="checkbox"/>	VK1_Queue

Agent view for log-in / log-out queues

Contact:

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CRM - KUNDENBEZIEHUNGSMANAGEMENT

Kunde suchen (ID: 711666)

Kunde:

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Abteilung	0028	EDV
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E-Mail-Adresse	christof.wustler@puchberg.at	
Zuständiger ADM	PH00005301 RVL DUMMY IDM	

Kontakthistorie

Datum	Uhrzeit	Kanal	Beschreibung	Status	Angeliefert von
20.07.2015	11:01	VK1-Kundenkontakt		Offen	EXGRUBIMA
08.07.2015	10:16	VK1-Kundenkontakt		Offen	EXGRUBIMA
07.07.2015	17:19	VK1-Kundenkontakt		Offen	EXGRUBIMA
07.07.2015	16:43	VK1-Kundenkontakt		Offen	EXGRUBIMA

Display evaluation time SAP CRM

To get the most out of the contact centre, NTW LiveMonitor as well as the comprehensive contact centre reporting and statistics can be used.

The phone may still be controlled via SAP CRM even without contact centre functionality, it's functions are then available directly on the Cisco phone – including reverse lookup.