



Multi Channel Adapter (MCA) for SAP

Integrates the Cisco Unified Contact Center Enterprise with SAP CRM, enabling multi channel interaction handling within the SAP interface

Contact centers are demanding unified interfaces and multi-channel solutions more today than ever before. Seamless integration and out of the box solutions that can be implemented quickly and easily are in high demand. Agents need to be able to work with a single desktop without having to switch between applications.

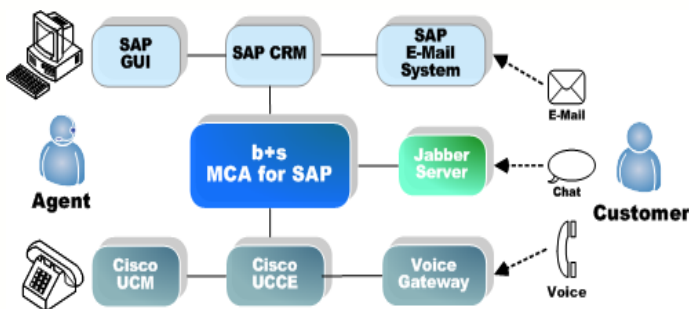
Bucher + Suter's Multi Channel Adapter (MCA) for SAP is a pre-packaged integration of SAP CRM and Cisco's Unified Contact Center Enterprise (UCCE) solution. It is a centralized process that manages the real time flow of interactions between the SAP desktop user interface and Cisco's UCCE.

MCA for SAP provides full CTI functionality to help drive efficiency, cost reduction and customer satisfaction. The solution pops customer information into the agent's SAP GUI with a call, chat, email, Service Request, sales order or fax arrival, facilitating lookup of SAP information by phone number, email address, Caller Entered Digits etc. Agents can conference, transfer and accept interactions from within the SAP Agent GUI and the system logs all activities, both inbound and outbound for real time and historical reporting.

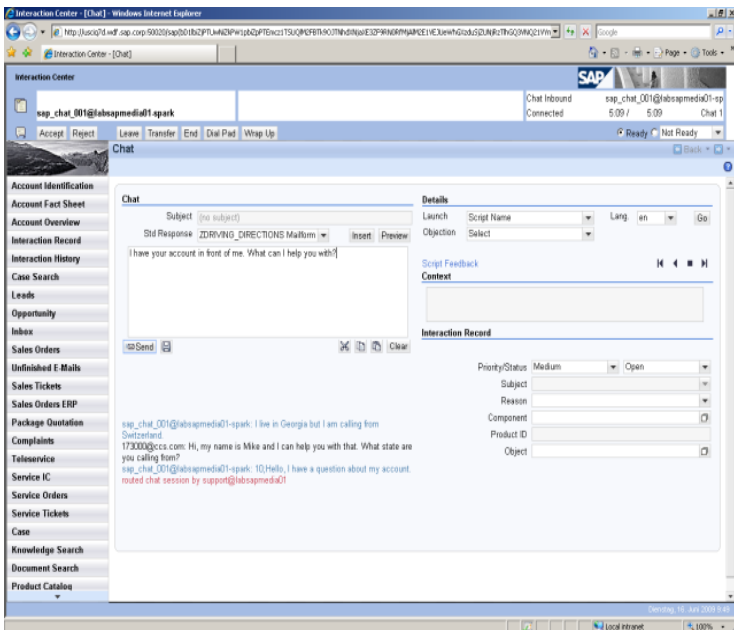
Application Example (Voice Call)

The following is an *example* of a customer service agent handling a telephone call using Bucher + Suter's Multi Channel Adapter for SAP in conjunction with the Cisco Unified Contact Center Enterprise (UCCE) and SAP CRM:

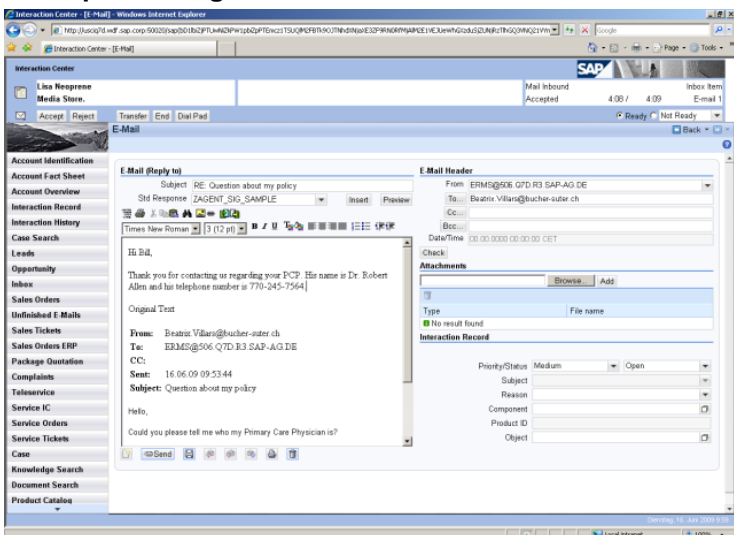
- Agent starts SAP on desktop. The SAP software, through MCA for SAP, logs the agent into UCCE. Agent goes available in the SAP GUI and the ready request is passed through MCA for SAP to UCCE.
- A call comes into UCCE, which routes and queues the call to the target skill group, selects an agent, and sends call data through MCA for SAP to the SAP server.
- The SAP desktop alerts the agent of the incoming call and activates the "answer" button. At the same time, the agent's SAP application executes a screen pop utilizing the attached data.
- Agent clicks the "answer" button which passes a command through MCA for SAP to UCCE, which connects the call to the agent.
- Agent can navigate the contact information in SAP from the screen pop record and control the phone call within the SAP desktop.
- The agent or caller terminates the call. UCCE captures call information, events, and agent state for real time and historical reporting.



Example of Integrated SAP User Interface – chat



Example of Integrated SAP User Interface – email



System Information

Channels Supported

- Voice inbound
- Voice outbound predictive
- Email
- Chat
- Fax
- Tasks (trouble tickets, sales orders, Service Requests etc.)

Operating System supported

Windows 2003 and 2008

Cisco UCCE versions supported

7.2, 7.5, 8.0 & 8.5

SAP CRM versions supported

5.2, 6.0 & 7.0

Bucher + Suter AG
Arastrasse 6
CH- 3048 Worblaufen/Bern
Telephone CH: +41 31 917 52 00
Telephone US: +1-800-917-9060

Bucher + Suter AG
Donnersbergstrasse 1
D-64646 Heppenheim
Telephone DE: +49 6252 674 0
Telephone US: +1-800-917-9060

Product Highlights

- **Full SAP certification** validates that the integration works as designed, both technically and functionally.
- **Supports latest version of Cisco's UCCE.**
- **Designed for multichannel contact centers**, going beyond the simple voice integrations available on the market today.

Key Features

- **Seamless integration with the SAP Agent GUI** allows agents to login/logout, go ready/not ready with reason, answer, hang up, transfer, conference, click to call etc. using the SAP GUI.
- **Unified Desktop** for voice, chat, email, Service Requests & trouble tickets eliminates the need to switch between applications, streamlines agent workflow and reduces agent training.
- **Intelligent voice, email & chat routing** to skill groups based on ANI, DNIS, Caller Entered Digits (CED), subject, group/department email addresses, customer input on website and more.
- **Pre-integrated solution** provides rapid and reliable deployment and lowers implementation costs.
- **Flexible screen pops with customer and interaction history:** MCA for SAP can reduce handle time, speed issue resolution and enable faster call processing by providing agents with screen pops of customer information at the time the telephone call arrives. This cost savings alone can provide a rapid Return On Investment (ROI).
- **Direct and consultative transfers** with call attached data for screen pops. Agents can transfer to other agents or queue interactions to groups.
- **Secure HTTPS connection**
- **Supports Cisco Mobile Agent**
- **Supports Cisco Silent Monitoring**

info@bucher-suter.com
www.bucher-suter.com