Instructions for SAP CCtr

How to use SAP Contact Center phone system

Prominion

How to start the program

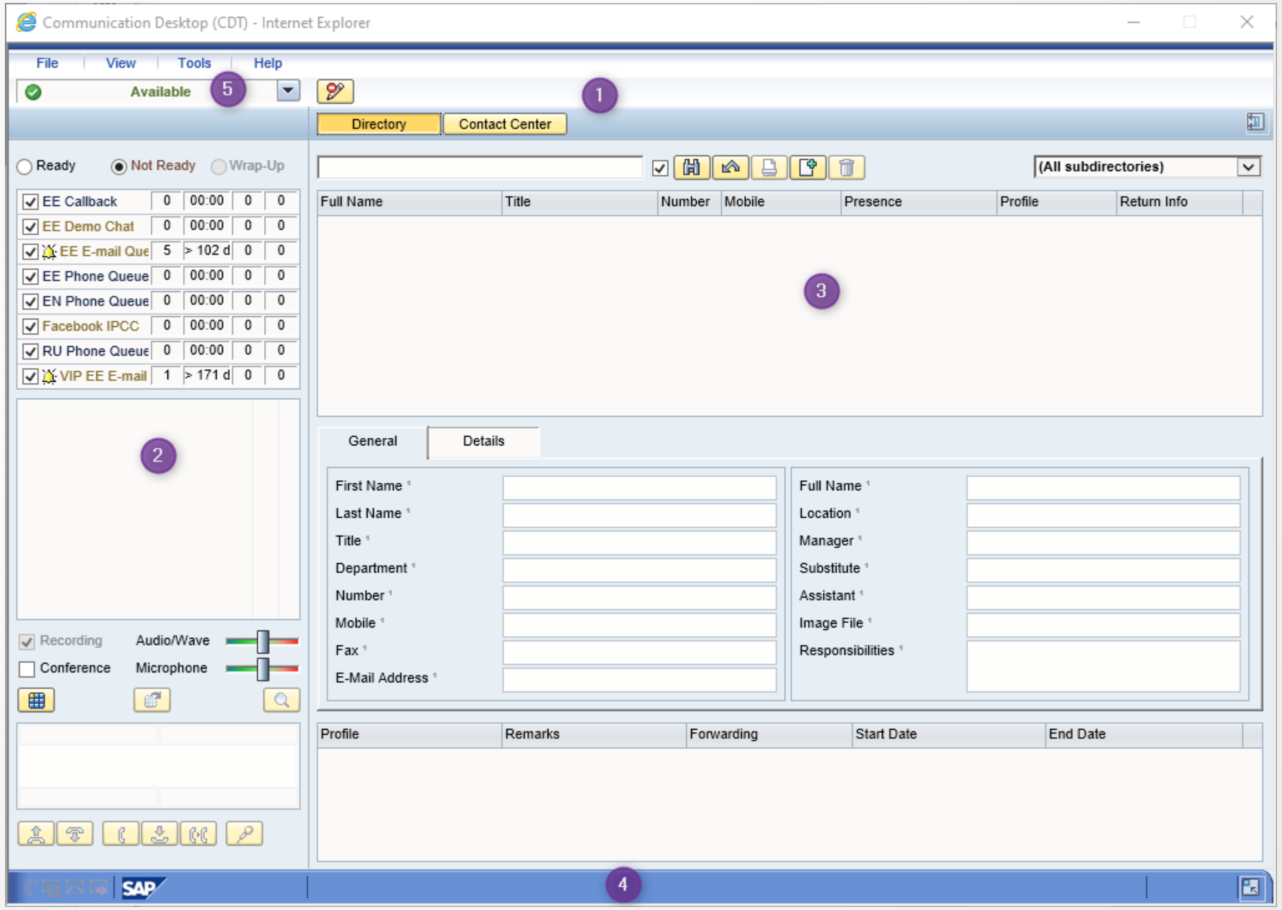
1. Open Internet Explorer browser.
   - Type http://[SAP Contact Center Website].ipcallcenters.eu into the address bar and press “ENTER”.

2. Enter your username and the password.
   Click “Log on” or press “ENTER” to log in.

CDT window

The user interface contains the following elements:

- Menu bar and toolbar (1)
- Contact view (2)
- Directory and contact center views (3)
- Status bar (4)
- Presence menu (5)



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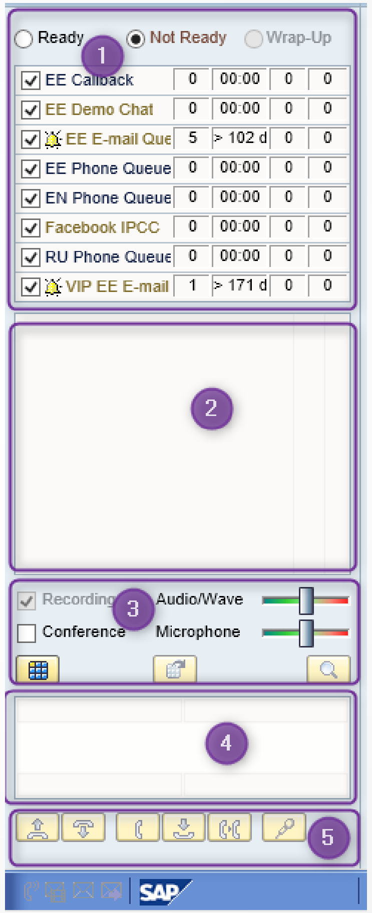
CDT window

The contact view is used for phone and queue functions, and it has the following parts:

- Agent status and queue list (1)
- Contact list that displays your current inbound and outbound contacts (2)
- Optional functions such as recording and ringback (3)
- Destination field (4)
- Call-related buttons such as Call, Hang Up, and Transfer (5)

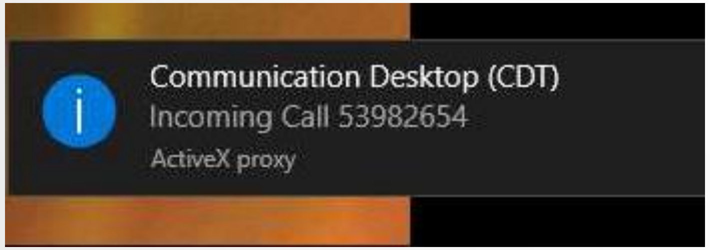


CDT window

- When CDT is open, then this is indicated by the icon in the lower right corner (usually shown under hidden icons):

- You can click on it to see CDT window.

- When someone calls you then it is shown as pop-up:



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CDT window “Menu”

File

- Online Monitoring -> Opens the Online Monitoring application
  - This option is only available if you have rights to use Online Monitoring and administrators have configured the user interface settings so that the application is shown in the menu.
- Reload -> Updates the screen
- Exit -> Closes the application

View

- Compact -> Displays a limited collection of basic functions
- Normal -> Displays the contact view
- Extended -> Displays the entire user interface
- Directory -> Displays the Directory view
- Contact Center -> Displays the Contact Center view

CDT window “Menu”

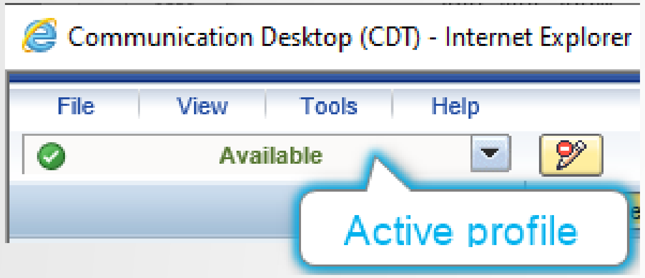
Tools

- Settings -> Here you can change your phone’s behaviour
- Calls -> Show last 25 personal missed, dialed and answered calls.
- Inbox -> Here you can listen to your voice messages.
- Send Message -> You can send instant, e-mail and SMS messages and reply to instant messages and e-mails.
- Presence information -> Opens the Presence Information dialog window.

Help

- Application Help -> SAP CCtr help.
- Diagnostics -> Opens the Diagnostics dialog window.
    - In case you have problems with CDT and you need to report them to your support team, the Diagnostics view displays information that is useful in the problem solving process. You can, for example, select the whole dialog window by pressing Ctrl + A and then copy and paste the information to an email you send to the support team. This way all the relevant technical information related to your CDT client is available to them immediately.
- About -> Displays the software version information.

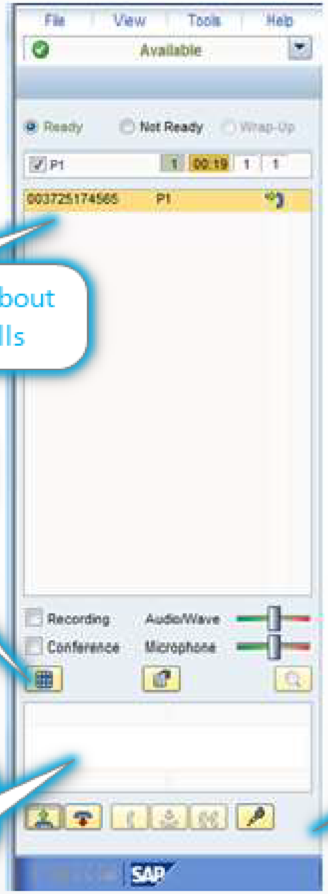
CDT window “Profile”



Profiles are used to control your CDT and show others whether you are free or busy (Meeting, lunch, ill etc.).

1. To choose a profile, click the arrow to open the dropdown menu in the presence toolbar. A list of available profiles opens.
2. Click the profile you want to activate. The profile is activated immediately.
3. To view the details of the profile (such as default action), place the cursor on the field and a tooltip displays the detailed information of the profile.

CDT window “Telephone and call”



Calls list displays information about ongoing call and incoming calls

Opens keyboard screen

Here you enter number when calling out manually.

=> Call => Start a new call.
=> Hang up => End the call.
=> Hold => Put a call on hold.
=> Mute microphone.
=> Answer => Answer a call
=> Redirect (Forward) -> Connect two active calls and delete these from your list
=> Transfer -> Transfer a active call to entered number

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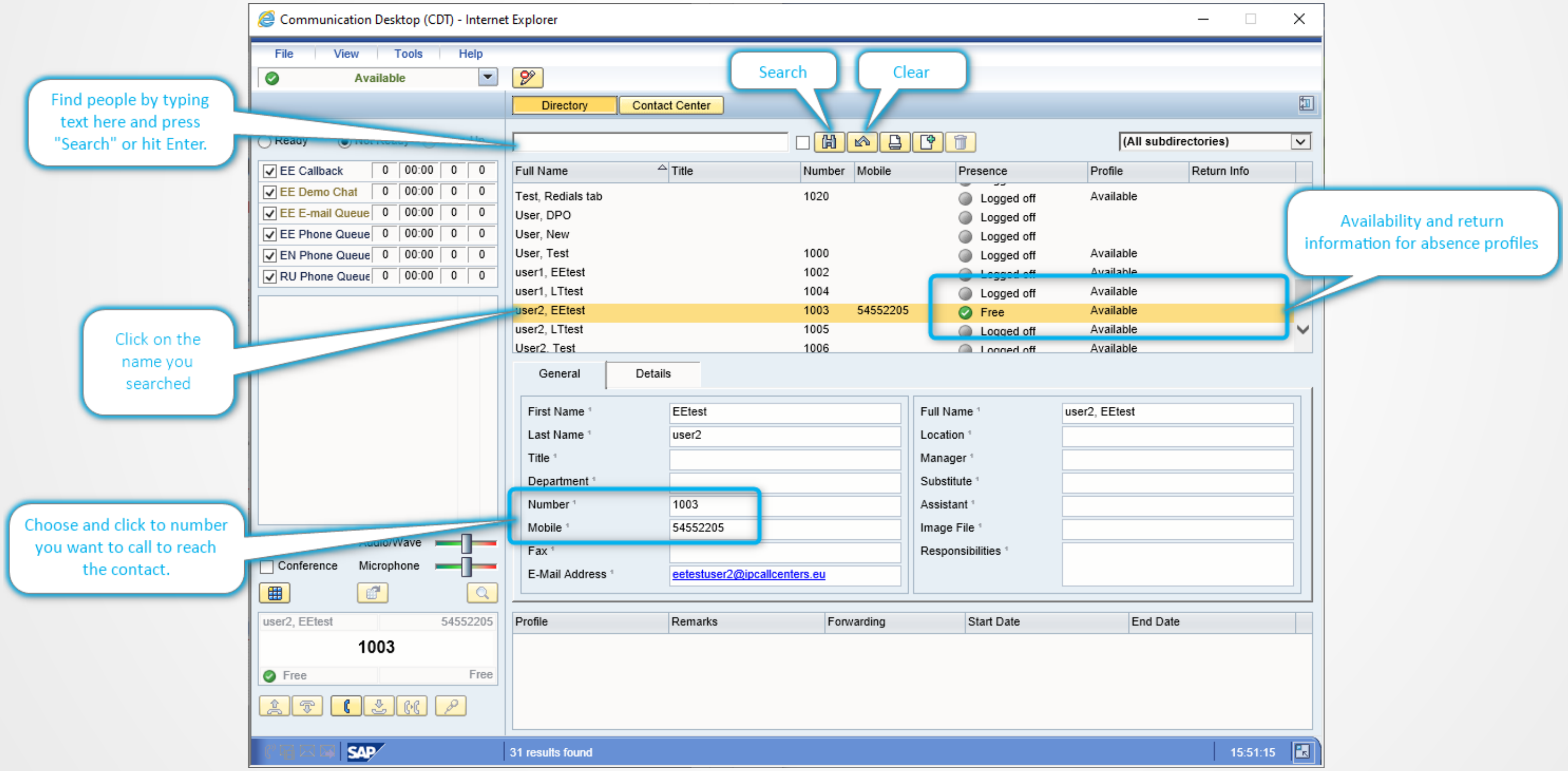
CDT window “Directory”

- Use the Directory view to search the customer or agent information from the available directories



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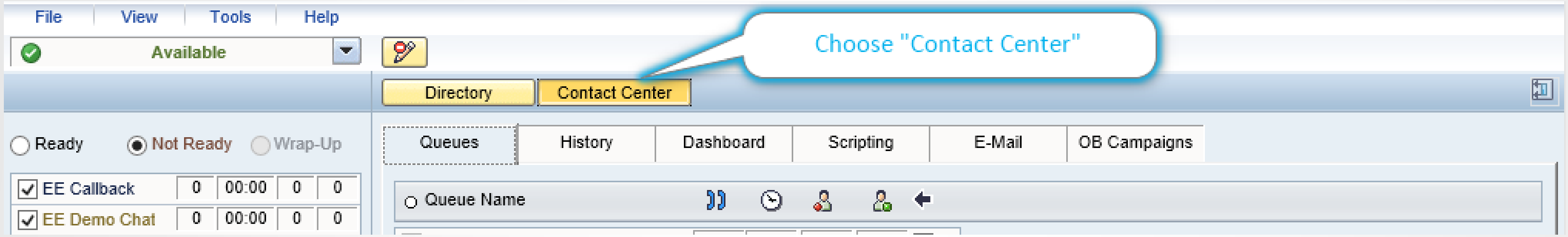
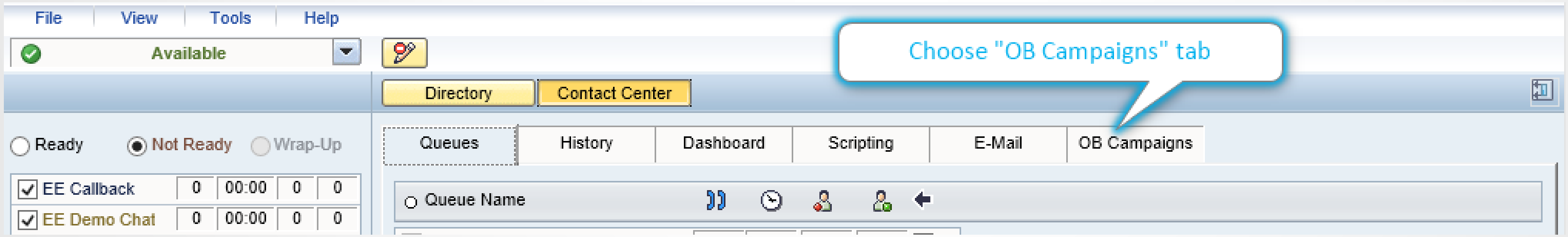
Outbound
Enter Outbound





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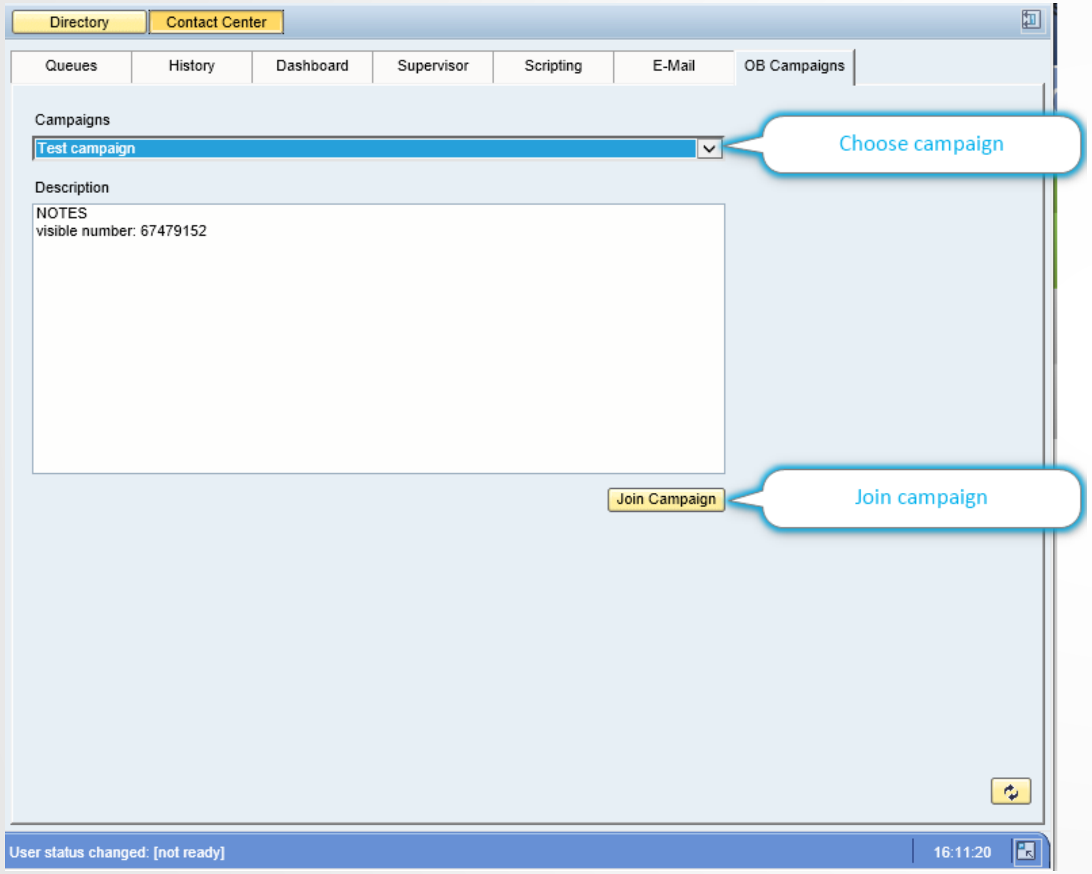
Outbound
Enter Outbound



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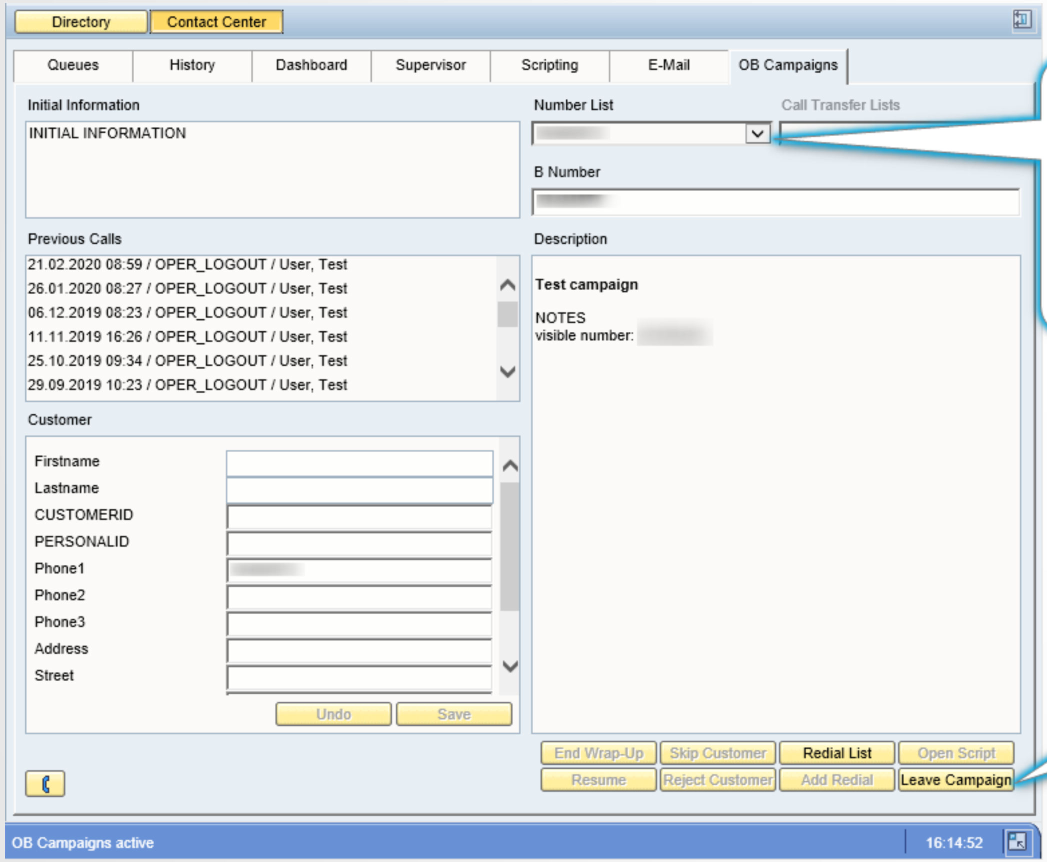
Outbound
Customer view, Calling



Calling:
1.View the customer information.
2.Choose the number from the Number list. Optionally, you can enter the number in the field B Number.
3.Choose the "End Preview" or "Call" button, or press F1. You will hear the dialing tone before the customer answers.

To leave campaign:
Choose the "Leave Campaign" button. The button is enabled after selecting the call result. Please do not use "End Wrap-Up" for leaving campaign, as the new call is allocated immediately after that push.

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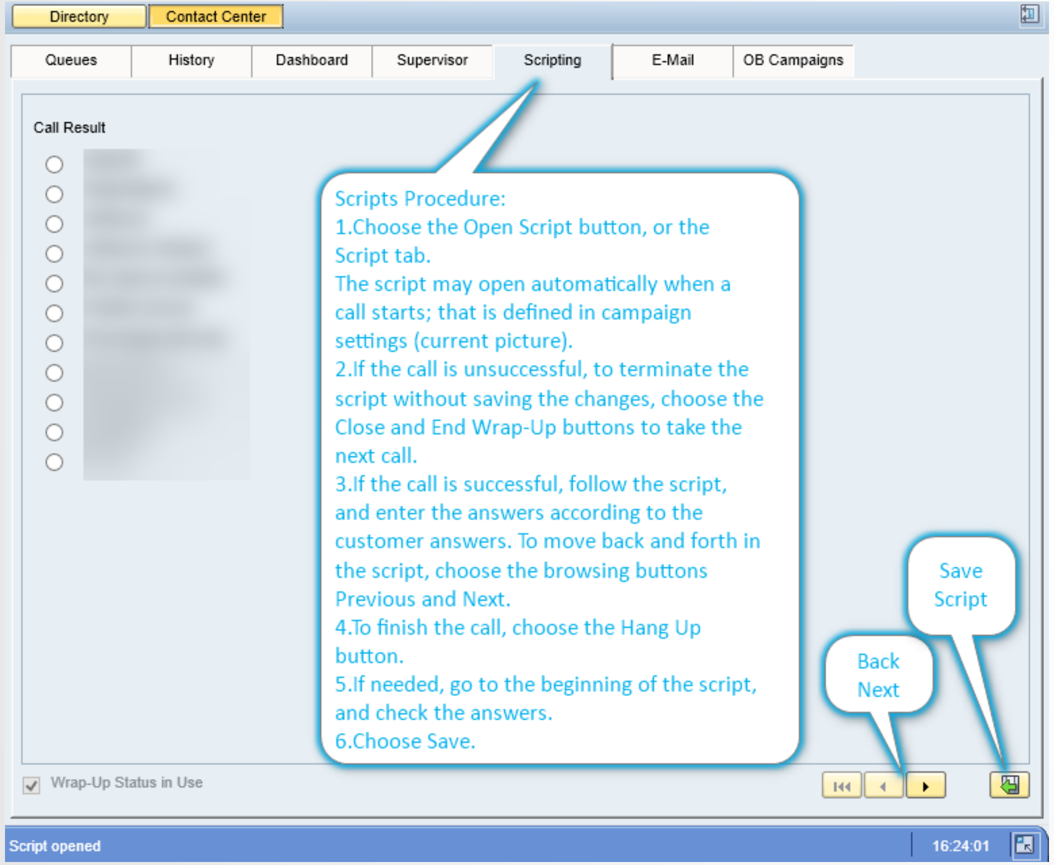
Outbound Scripts



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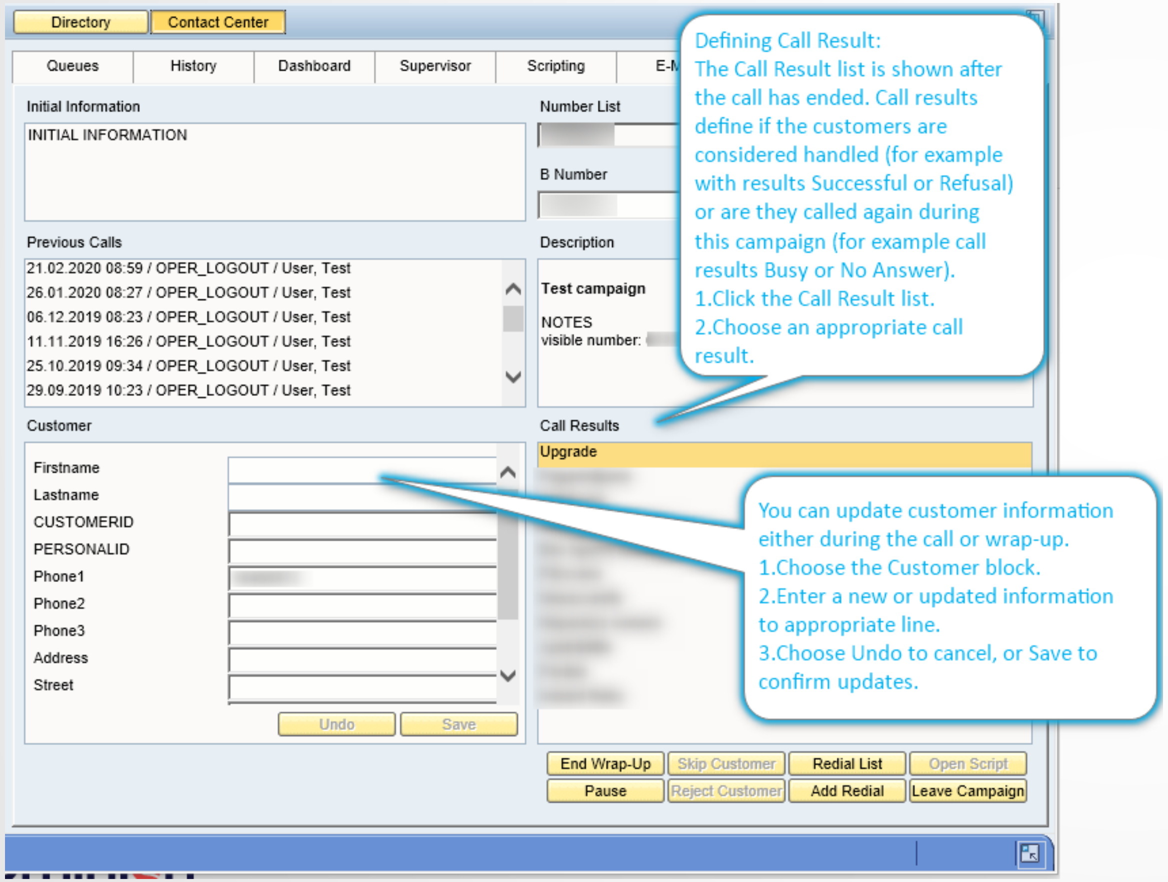
Outbound
Call result, Customer information



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Outbound Campaign view elements

Field	Description
Initial Information	Displays the customer information defined by the administrators. You can copy this text using your keyboard: Ctrl + A for selecting the whole text and Ctrl + C for copying it.
Previous Calls	Displays the calls made to the customer
Redial Information (Agent)	Displays the redial information you have entered
Customer	Displays the customer information . The fields are defined by the administrators. They can also define that you can modify the customer information fields.
Number List	Displays the customer numbers to which you can make the campaign calls. If the customer has several numbers, they are listed here. To choose the number, click the arrow. The list opens, and you can select the correct number by clicking it. The number is then moved to the *B Number* field.
Call Transfer Lists	Displays the numbers to which you can transfer calls and make conference calls. The administrators define this list.
B Number	Displays the customer number to which the campaign call is made. You can also enter an optional number to which a call can be made.
Description	Displays the campaign information the administrators have defined when they created the campaign. You can copy this text using your keyboard: Ctrl + A for selecting the whole text and Ctrl + C for copying it.
Call Results	Displays a list of options for call classification.
Redial Information	Displays a text area in which you can schedule the time when the customer is called again.

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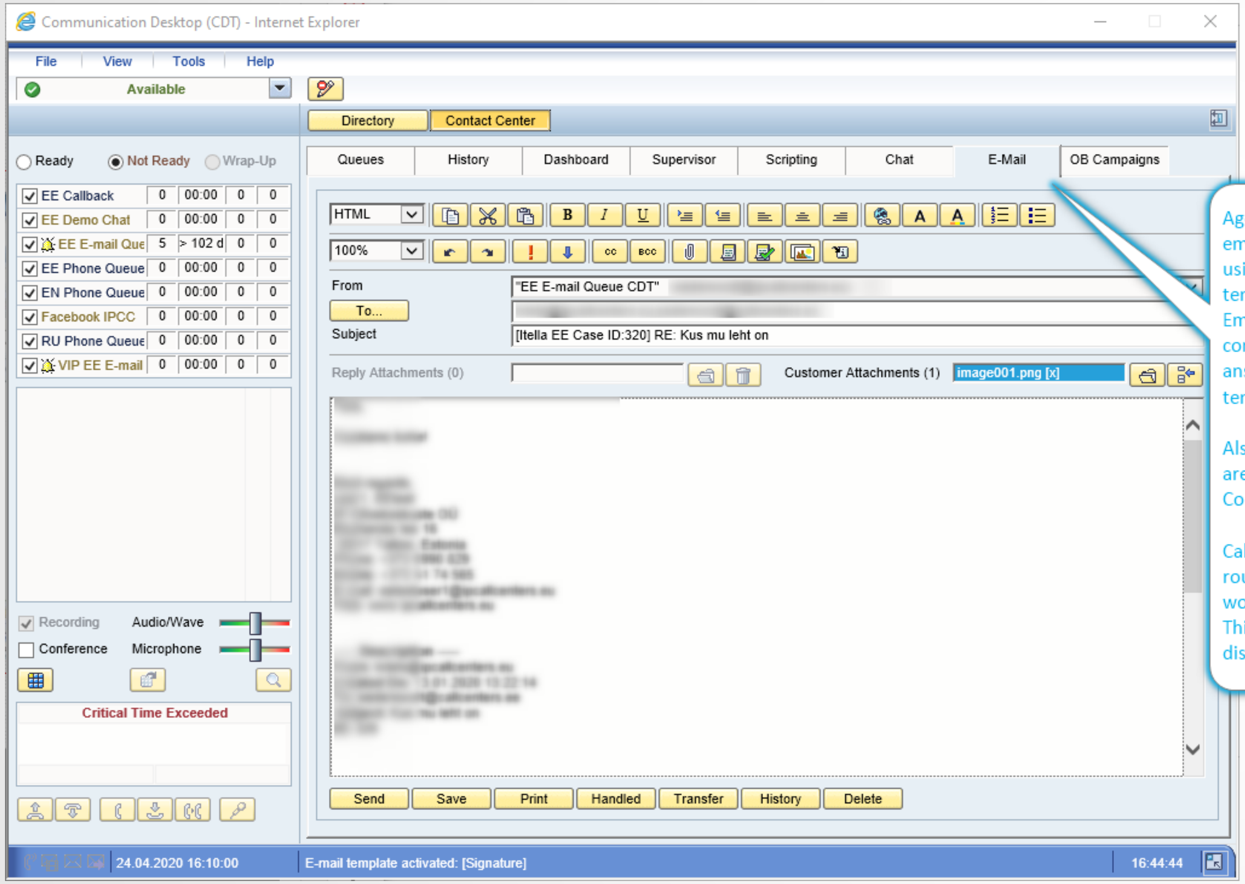
E-mail handling Preview



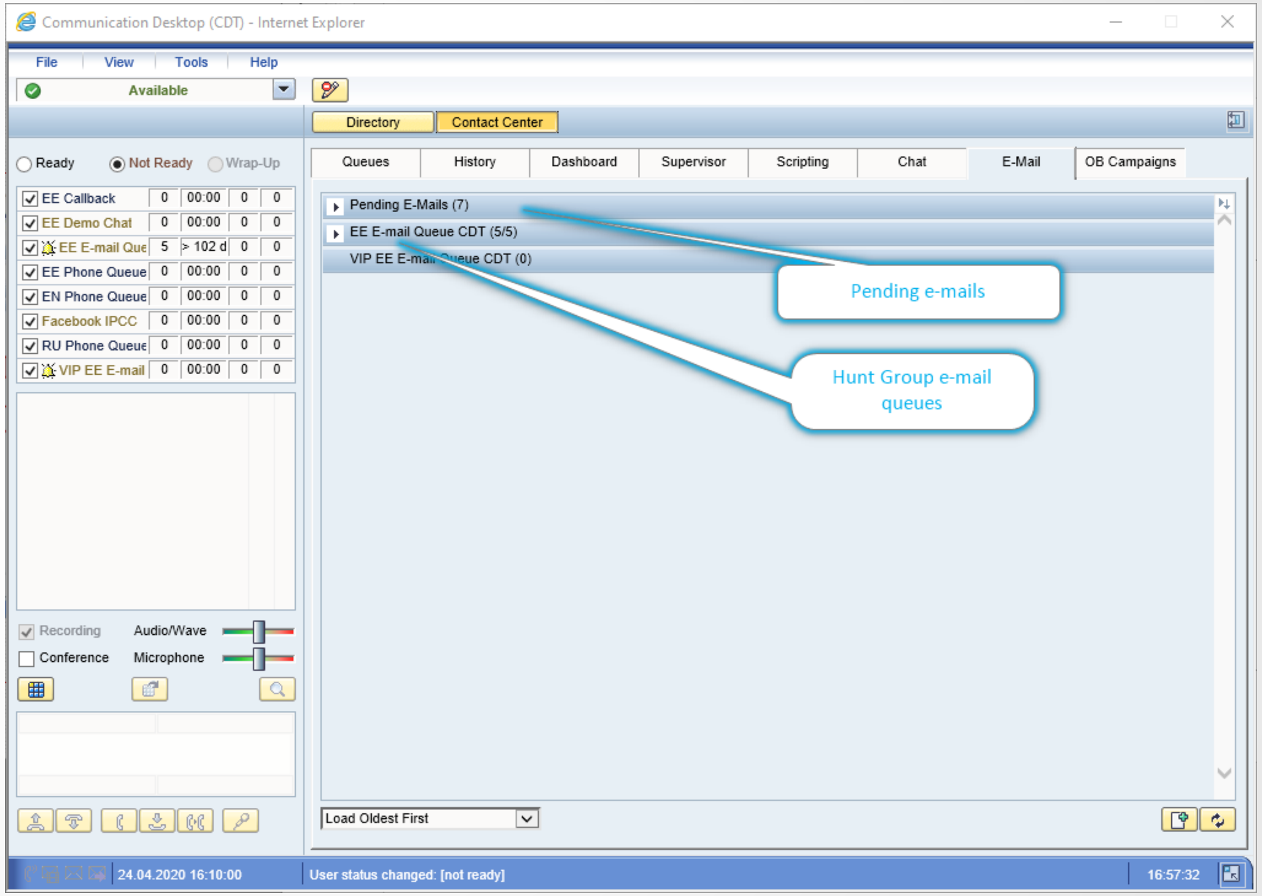
Agents can easily compile email responses to customers using queue specific answer templates.
Email response can be compiled from one or many answer templates.

Also faxes and sms messages are handled as emails in SAP Contact Center system.

Call or chat contact can be routed to agent while agents is working with customer email. This can be enabled or disabled per email queue.

E-mail handling
Pending E-Mails View

When you choose the Email tab, the e-mail view is in the list mode. This mode displays all your pending e-mails and below them, e-mails from hunt group queues (the queuing e-mails).
If the waiting time of a queuing e-mail exceeds the Warning Time and Critical Time, the background color is changed to yellow and red respectively, and the corresponding icon is displayed at the beginning of the row.



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E-mail handling
Pending E-Mails View

Function	Description
Expanding and collapsing the e-mail list	Click the tree header to expand or collapse the e-mail list or use the icons and .
Sorting the order of e-mails	Click the column header according to which you want to sort your e-mails.
Opening an e-mail	Open an e-mail for editing by Accepting an inbound e-mail (an auto-allocation queue) Double-clicking a pending e-mail Right-clicking a pending e-mail and choose *Reply*, *Reply All*, or *Forward* When an e-mail is opened for editing, it is automatically moved to the *Pending E-Mails* list.
Viewing the e-mail	Right-click an e-mail on the pending list and choose *View* or *Preview (Contact Details)*. The latter option opens the e-mail in the *Contact Details* dialog window.
Deleting an e-mail	Right-click an e-mail on the pending list and choose *Delete*.
Creating new e-mail messages	For more information, see Creating New E-Mails.
Refreshing the view	Click the *Refresh* button to renew the view.

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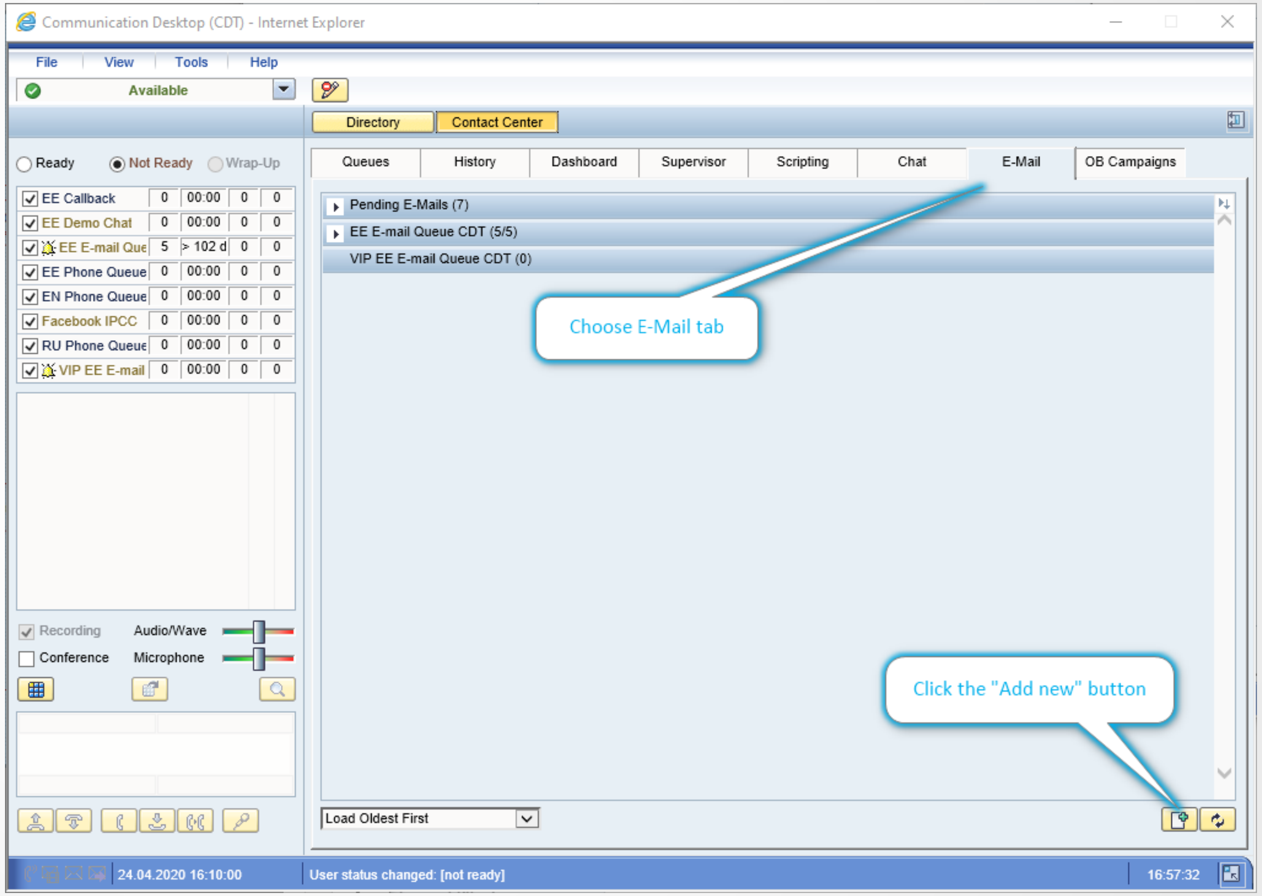
E-mail handling
Creating new e-mail

- Enter the recipient address.
- If you enter several e-mail addresses, separate them with a semicolon.



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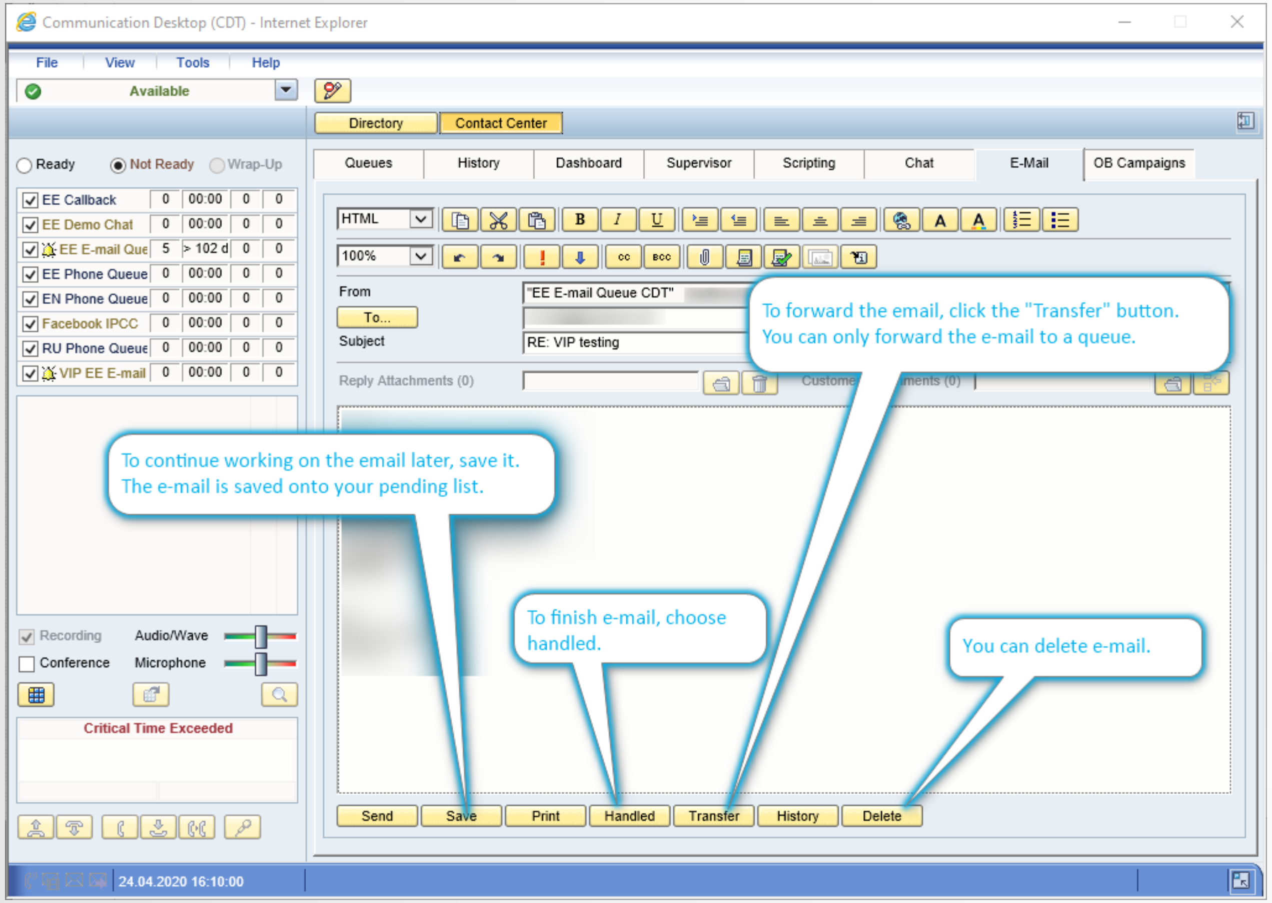
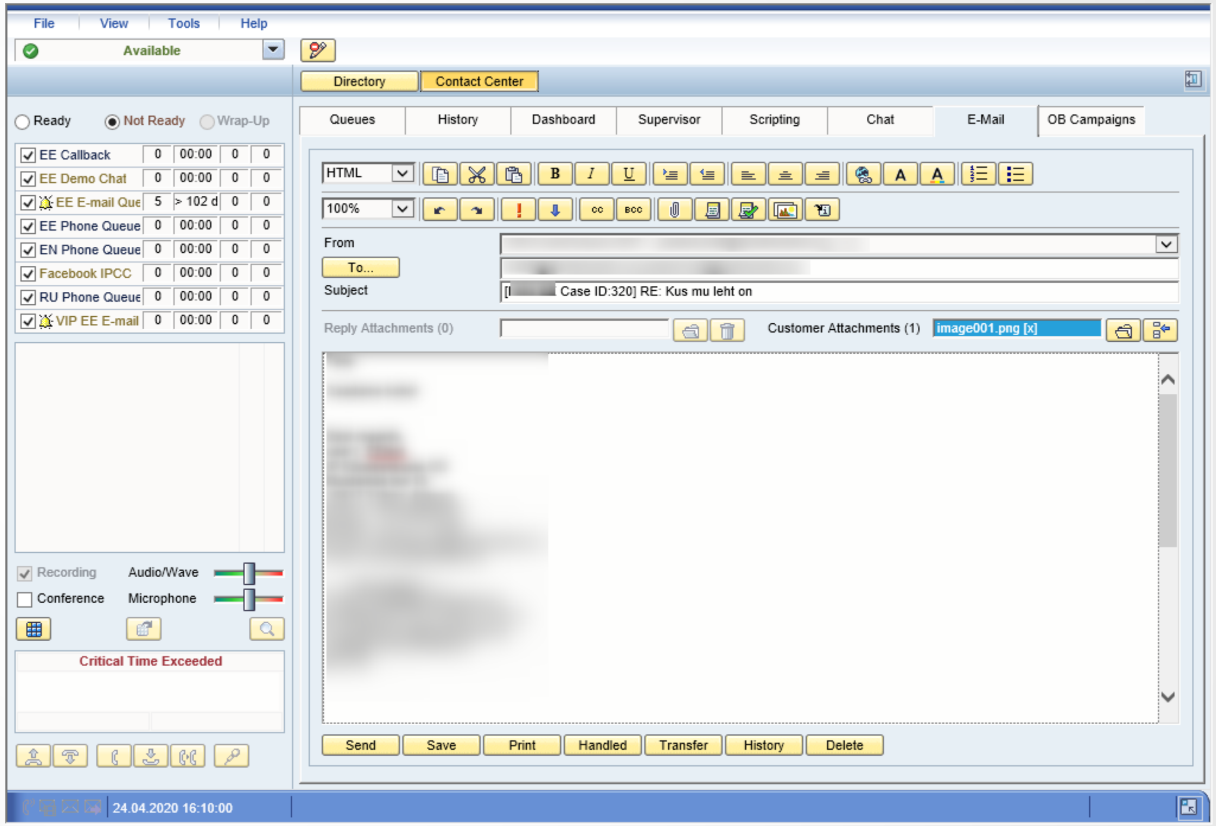
E-mail handling
Creating new e-mail



E-mail handling
Handling e-mail

- To accept an inbound email in an auto-allocation queue, click the Accept or click the notification popup when the e-mail is offered to you. If you reject an inbound e-mail, it is returned to the original queue.
- Or if you are serving in hunt group queues, go to
- the E-Mail tab page. The e-mails in the queues are listed per queue. To start handling a hunt group email, double-click the email.
- Enter your reply text either in the text or HTML mode. The basic text formatting tools are available in the HTML mode.



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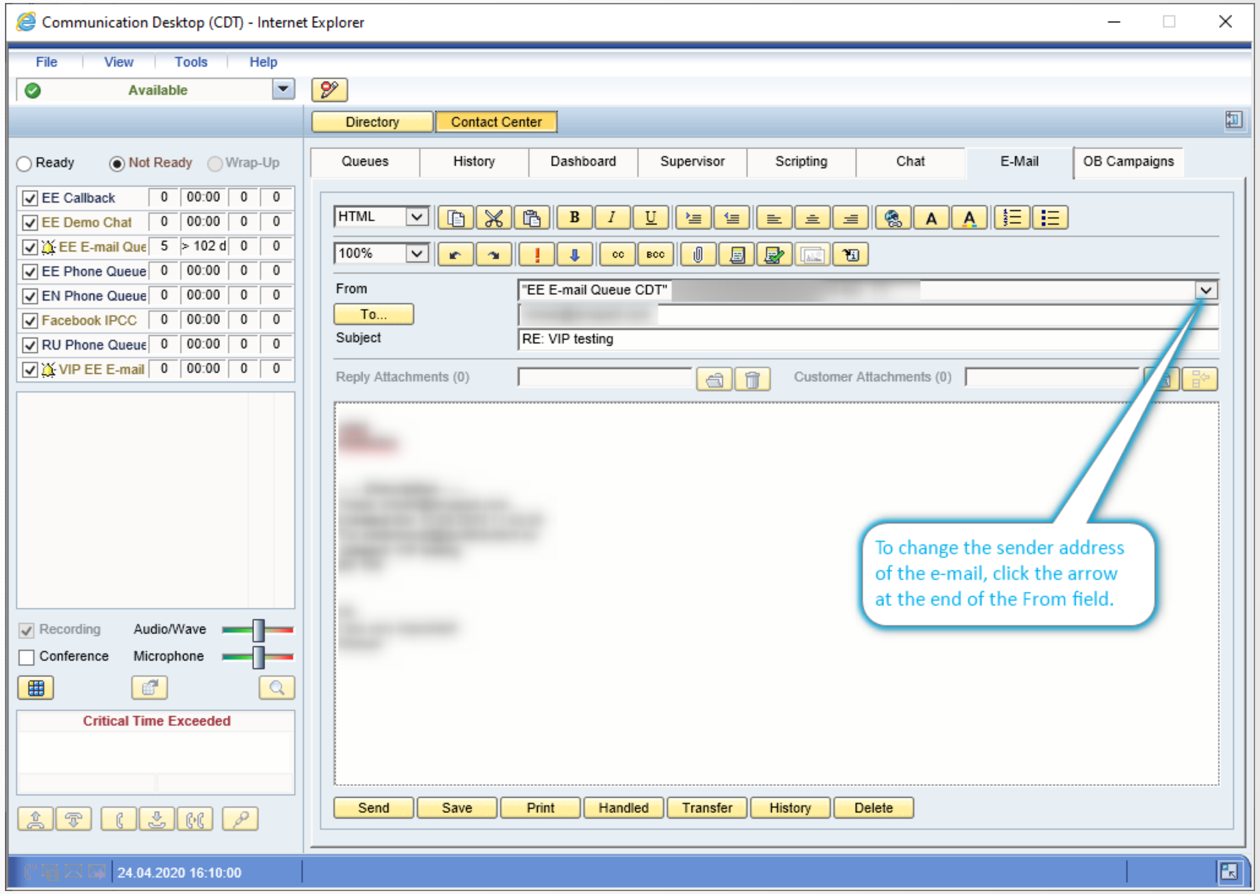
E-mail handling
Handling e-mail

- To change the recipient of the e-mail, click “To” to open the SAP Contact Center directory or enter the new e-mail into the To field.
  If you add several recipients,
  separate them with a semicolon.
- To send the e-mail, click the “Send” button.
  Or use the shortcut key Ctrl + D.
- The Send button remains disabled until you either change sender or recipient address or click these fields.



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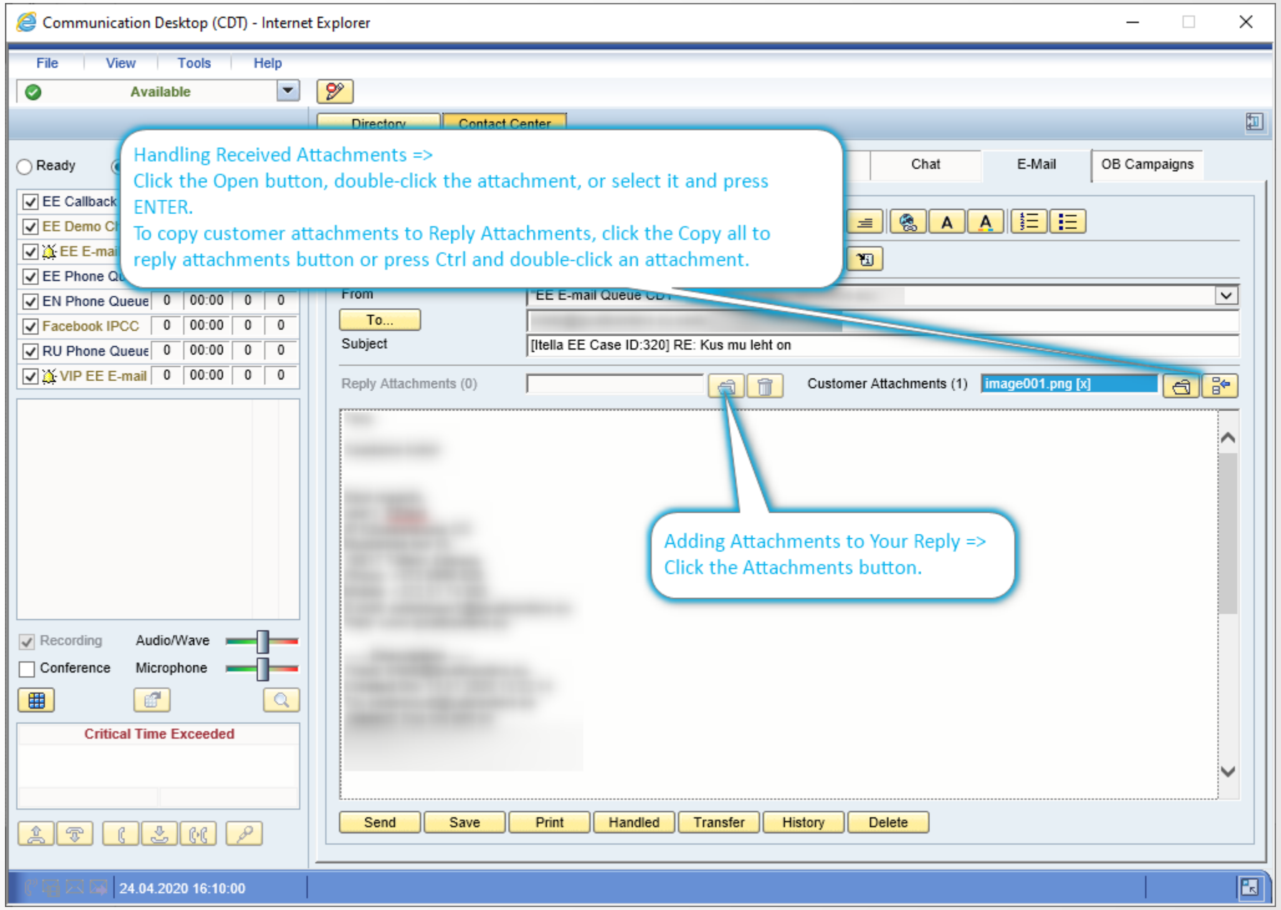
E-mail handling Attachments

Handling Several Attachments

- To save, open, or delete several attachments at the same time, do the following:
- Hold down Shift or Ctrl and simultaneously click the attachments you want to select, or use the key combination Ctrl + A to select all.
- To remove the selected attachments, click the Delete button or press Delete on your keyboard. (This only applies to reply attachments.)
- To save or open the selected attachments, click the Open button or press ENTER.
- When you save attachments, CDT remembers the last saved location but the location is reset when you open a new e-mail.



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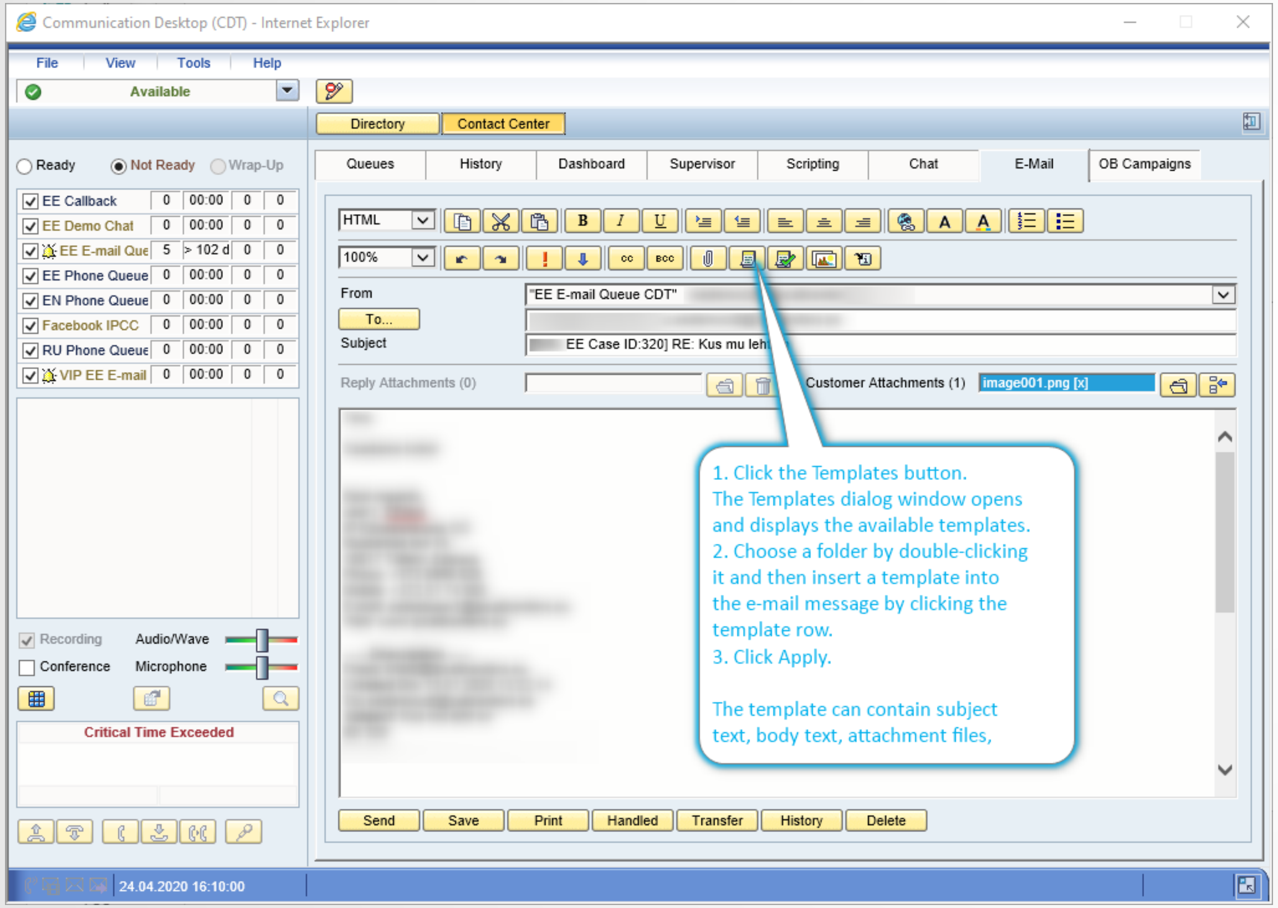
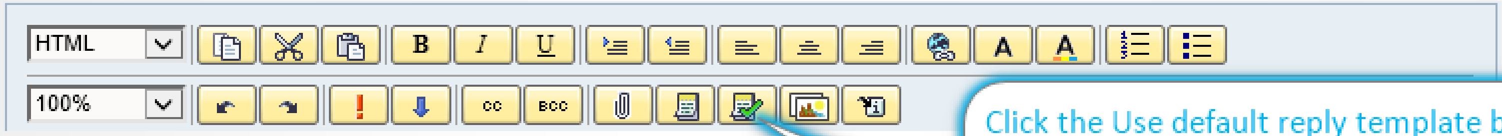
E-mail handling
Using Reply template



E-mail handling
Using Default Reply template

- Administrators can define that a queue has a default reply template in use. Instead of opening the Templates folder and manually choosing the right reply template, you can insert it with one button click or with a shortcut key.



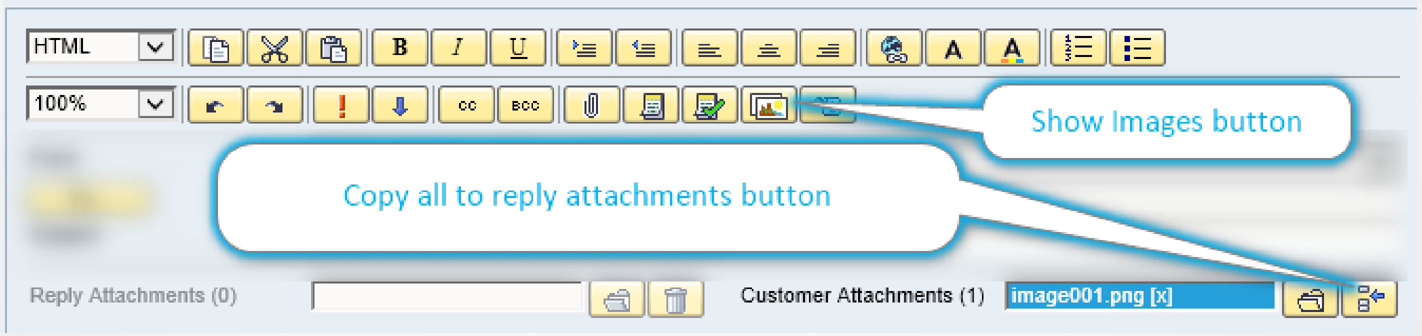
Click the Use default reply template button.
Or
Use the shortcut key Ctrl+T.

The defined reply template is inserted into your reply.

E-mail handling
Viewing Embedded images

To display embedded images in an inbound e-mail body, do the following:

- Open an e-mail for viewing or editing or accept an incoming e-mail.
- Click the Show Images button.
    - The embedded images are downloaded and shown in the body text area.
    - If an attachment file does not contain file extension, CDT adds the .txt extension to it so that the file can be opened by a browser.
    - The embedded image files are also available in the attachment list marked with “[x]”.
- To include the received embedded images in your reply, click the Copy all to reply attachments button. The embedded images are now sent in your reply.



Prominion

Using History Search

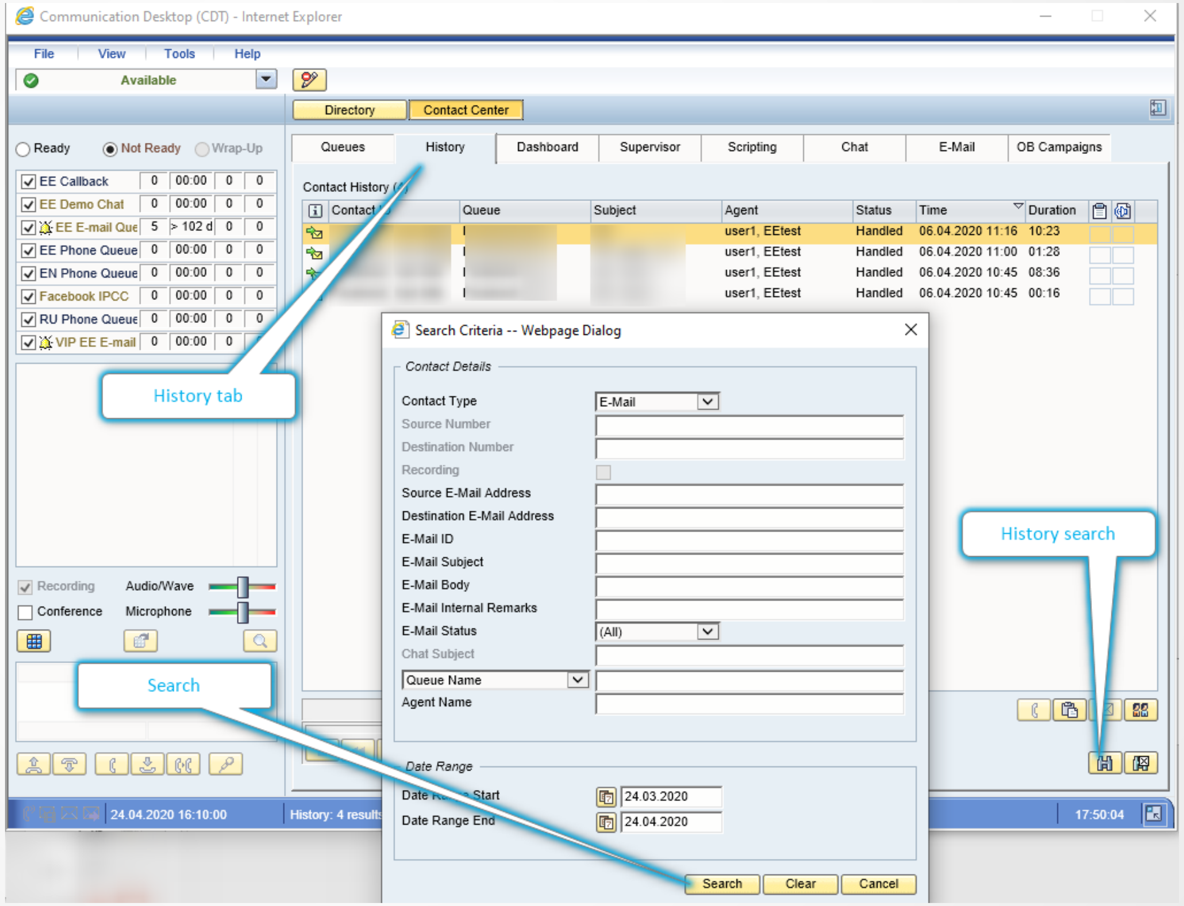
Procedure

- To search for the contact history, click the History button.

The Search Criteria dialog window opens. Contact Type and the date range values are automatically filled. You can enter more search criteria or change them.

- Click Search, and the results are displayed on the History tab page.

If there are no results, the page is empty and the status bar displays the text “0 results found”.



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