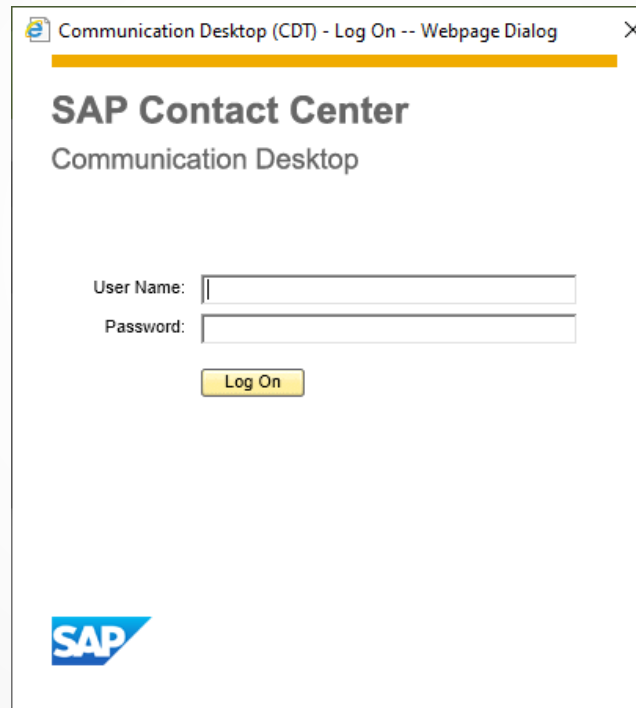


Instructions for SAP CCtr

How to use SAP Contact Center
phone system

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.

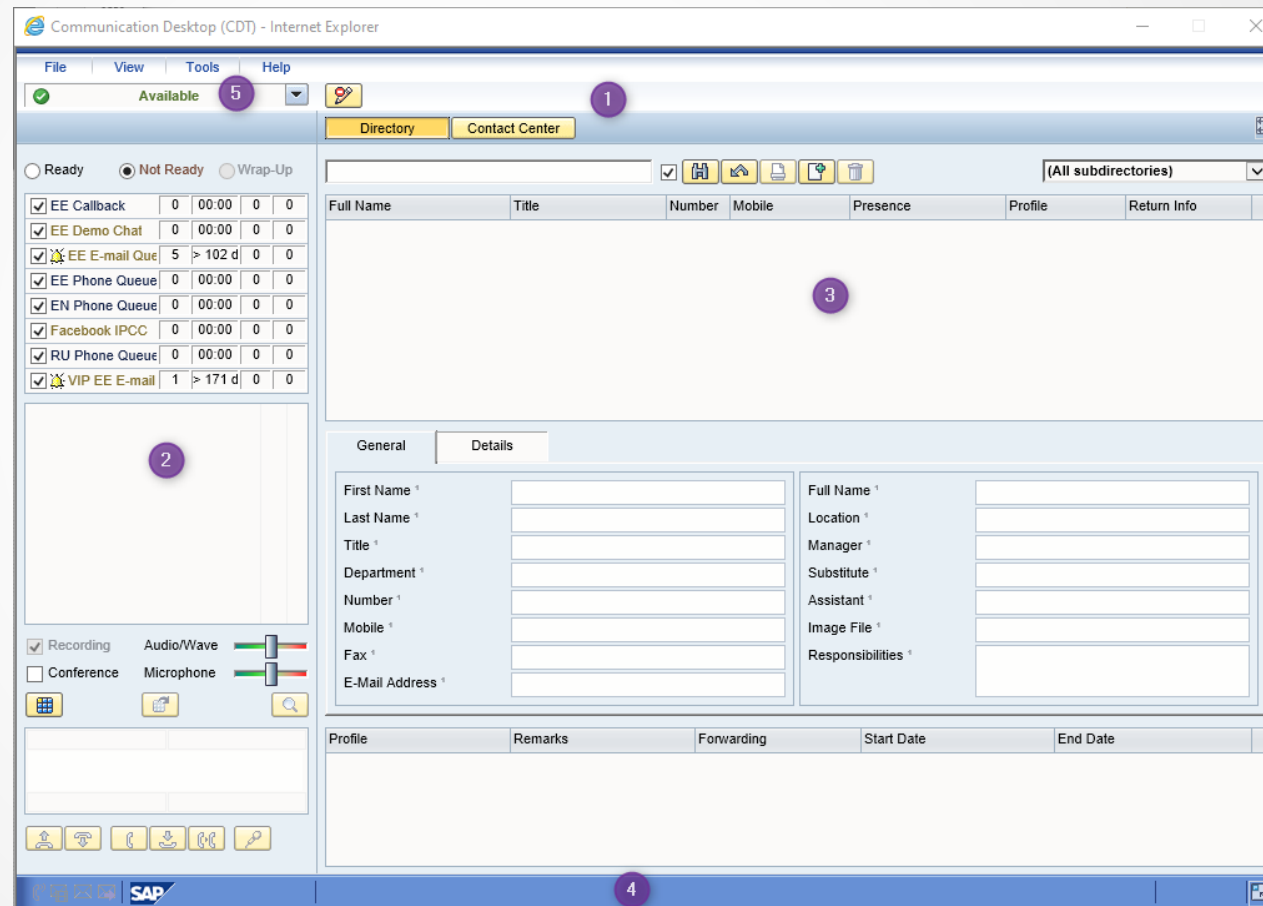


The screenshot shows a web browser window titled "Communication Desktop (CDT) - Log On -- Webpage Dialog". The page content includes the heading "SAP Contact Center" and "Communication Desktop". Below this, there are two input fields: "User Name:" and "Password:". A yellow "Log On" button is positioned below the password field. The SAP logo is visible in the bottom left corner of the page.

CDT window

The user interface contains the following elements:

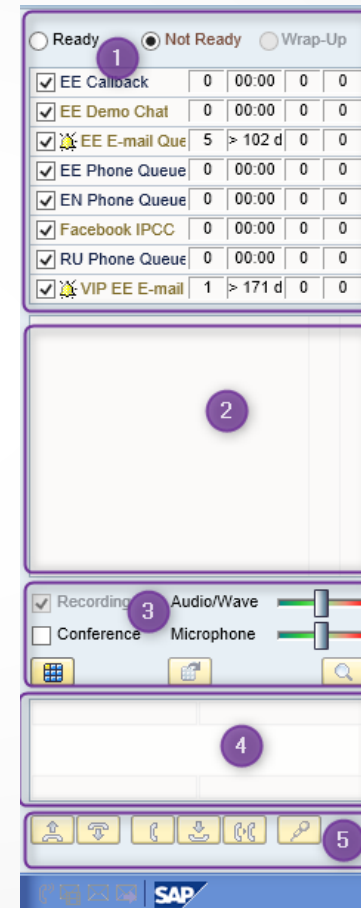
- Menu bar and toolbar (1)
- Contact view (2)
- Directory and contact center views (3)
- Status bar (4)
- Presence menu (5)



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)

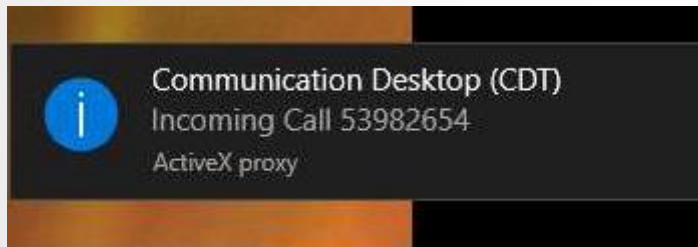


CDT window

- 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:



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”

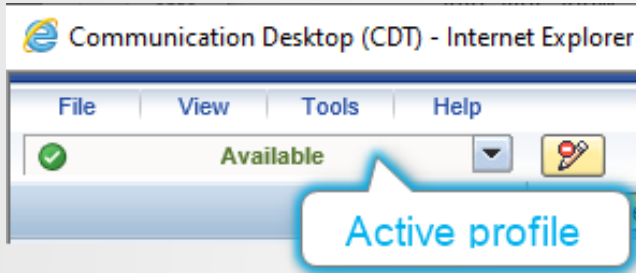
Tools

- 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.

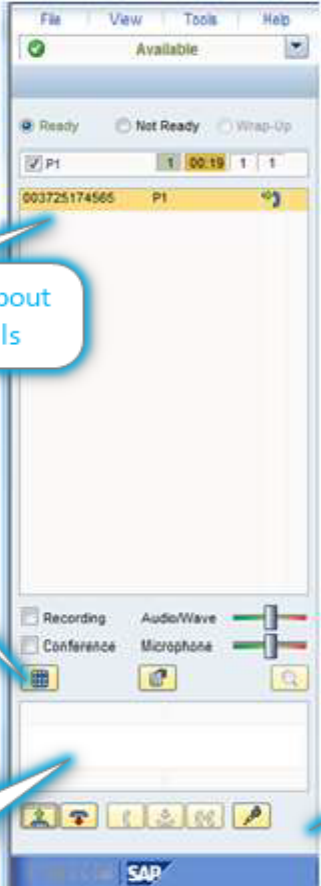
CDT window “Profile”



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”



The screenshot shows the SAP CDT window titled "Telephone and call". At the top, there's a status bar with "Available" and a dropdown menu. Below it are radio buttons for "Ready", "Not Ready", and "Wrap-Up". A table lists calls with columns for checkmarks, call type (P1), duration (00:19), and other details. One call with number 003725174565 is highlighted. On the right, a vertical toolbar contains icons for various call actions. At the bottom, there are checkboxes for "Recording" and "Conference", and sliders for "AudioWave" and "Microphone". A numeric keypad is also visible.

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

CDT window “Directory”

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

The screenshot shows the 'Communication Desktop (CDT) - Internet Explorer' window. The 'Directory' tab is active, displaying a list of agents. Callouts provide instructions on how to use the interface:

- Find people by typing text here and press "Search" or hit Enter.** (Points to the search input field)
- Click on the name you searched** (Points to the 'user2, EETest' entry in the list)
- Choose and click to number you want to call to reach the contact.** (Points to the number '1003' in the details section)
- Availability and return information for absence profiles** (Points to the 'Free' status and 'Available' profile in the details section)

The directory table shows the following data:

Full Name	Title	Number	Mobile	Presence	Profile	Return Info
Test, Redials tab		1020		Logged off	Available	
User, DPO				Logged off		
User, New				Logged off		
User, Test		1000		Logged off	Available	
user1, EETest		1002		Logged off	Available	
user1, LTtest		1004		Logged off	Available	
user2, EETest		1003	54552205	Free	Available	
user2, LTtest		1005		Logged off	Available	
User2_Test		1006		Logged off	Available	

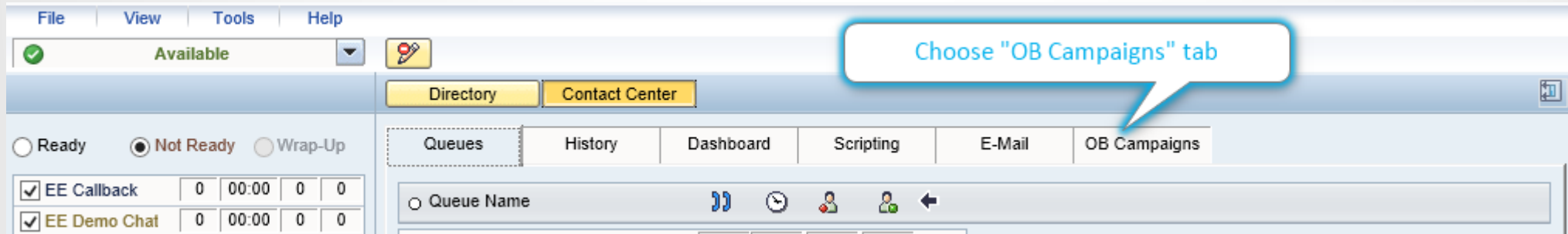
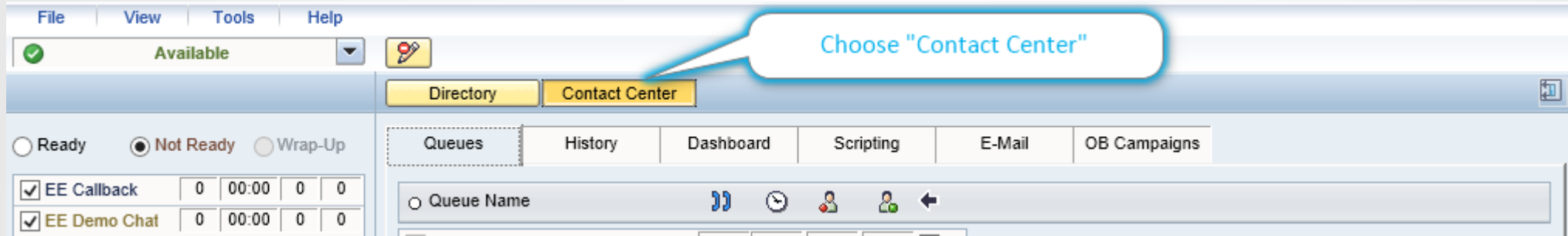
The details for 'user2, EETest' are shown below:

General		Details	
First Name	EETest	Full Name	user2, EETest
Last Name	user2	Location	
Title		Manager	
Department		Substitute	
Number	1003	Assistant	
Mobile	54552205	Image File	
Fax		Responsibilities	
E-Mail Address	eetestuser2@ipcallcenters.eu		

The status bar at the bottom indicates '31 results found' and the time is '15:51:15'.

Outbound

Enter Outbound



Outbound

Enter Outbound

Directory | **Contact Center**

Queues | History | Dashboard | Supervisor | Scripting | E-Mail | **OB Campaigns**

Campaigns

Test campaign ▼

Choose campaign

Description

NOTES
visible number: 67479152

Join Campaign

Join campaign

User status changed: [not ready] | 16:11:20

Outbound Customer view, Calling

The screenshot displays the Prominign software interface for outbound calling. At the top, there are tabs for 'Directory' and 'Contact Center'. Below these are sub-tabs: 'Queues', 'History', 'Dashboard', 'Supervisor', 'Scripting', 'E-Mail', and 'OB Campaigns'. The main area is divided into several sections:

- Initial Information:** A section for entering customer details.
- Previous Calls:** A list of recent calls with timestamps and user information.
- Customer:** A form for entering customer details including Firstname, Lastname, CUSTOMERID, PERSONALID, Phone1, Phone2, Phone3, Address, and Street.
- Number List:** A dropdown menu for selecting a number from a list.
- B Number:** A text field for entering a specific number.
- Description:** A section for adding notes or descriptions, including a 'Test campaign' and 'NOTES visible number'.

At the bottom, there are several buttons for call management: 'End Wrap-Up', 'Skip Customer', 'Redial List', 'Open Script', 'Resume', 'Reject Customer', 'Add Redial', and 'Leave Campaign'. A status bar at the very bottom indicates 'OB Campaigns active' and the time '16:14:52'.

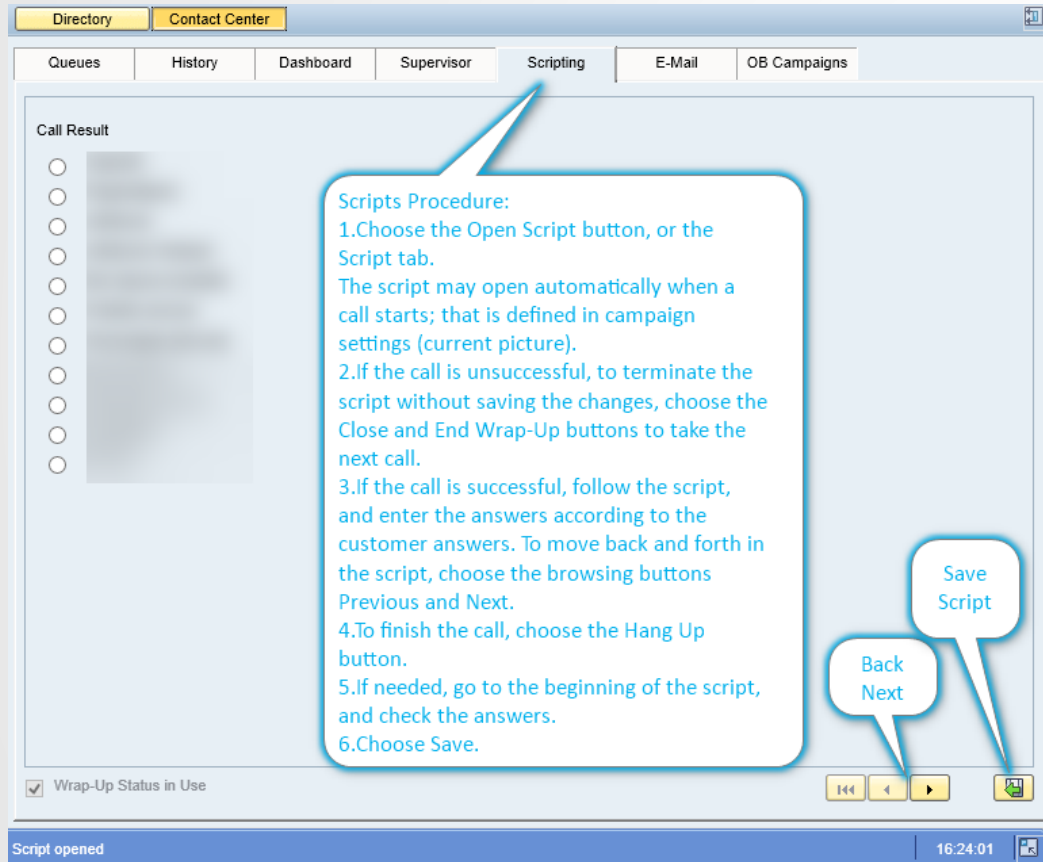
Calling:

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.

Outbound Scripts



Outbound Call result, Customer information

The screenshot displays the Prominign Contact Center software interface. At the top, there are tabs for 'Directory' and 'Contact Center'. Below these are sub-tabs: 'Queues', 'History', 'Dashboard', 'Supervisor', 'Scripting', and 'E-M'. The main area is divided into several sections:

- Initial Information:** A text box labeled 'INITIAL INFORMATION'.
- Previous Calls:** A list of call logs with dates, times, and user names (e.g., '21.02.2020 08:59 / OPER_LOGOUT / User, Test').
- Customer:** A form with fields for 'Firstname', 'Lastname', 'CUSTOMERID', 'PERSONALID', 'Phone1', 'Phone2', 'Phone3', 'Address', and 'Street'. Below these fields are 'Undo' and 'Save' buttons.
- Number List:** A section for entering a 'B Number' and a 'Description'.
- Test campaign:** A section for 'NOTES' and 'visible number'.
- Call Results:** A section showing a list of results, with 'Upgrade' highlighted in yellow.

At the bottom of the interface, there are buttons for 'End Wrap-Up', 'Skip Customer', 'Redial List', 'Open Script', 'Pause', 'Reject Customer', 'Add Redial', and 'Leave Campaign'.

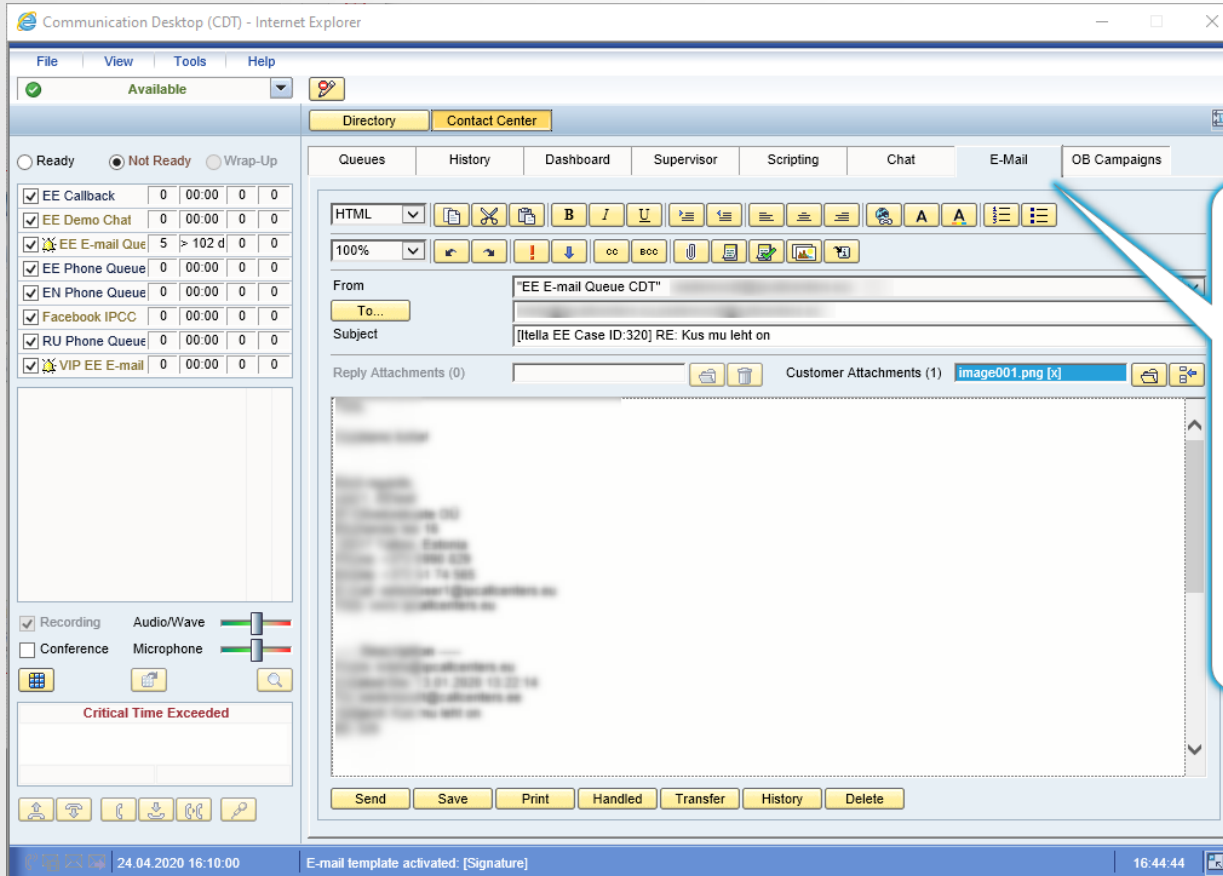
Defining Call Result:
The Call Result list is shown after the call has ended. Call results define if the customers are considered handled (for example with results Successful or Refusal) or are they called again during this campaign (for example call results Busy or No Answer).
1.Click the Call Result list.
2.Choose an appropriate call result.

You can update customer information either during the call or wrap-up.
1.Choose the Customer block.
2.Enter a new or updated information to appropriate line.
3.Choose Undo to cancel, or Save to confirm updates.

Outbound Campaign view elements

Field	Description
<i>Initial Information</i>	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.
<i>Previous Calls</i>	Displays the calls made to the customer
<i>Redial Information (Agent)</i>	Displays the redial information you have entered
<i>Customer</i>	Displays the customer information . The fields are defined by the administrators. They can also define that you can modify the customer information fields.
<i>Number List</i>	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 <i>B Number</i> field.
<i>Call Transfer Lists</i>	Displays the numbers to which you can transfer calls and make conference calls. The administrators define this list.
<i>B Number</i>	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.
<i>Description</i>	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.
<i>Call Results</i>	Displays a list of options for call classification.
<i>Redial Information</i>	Displays a text area in which you can schedule the time when the customer is called again.

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.

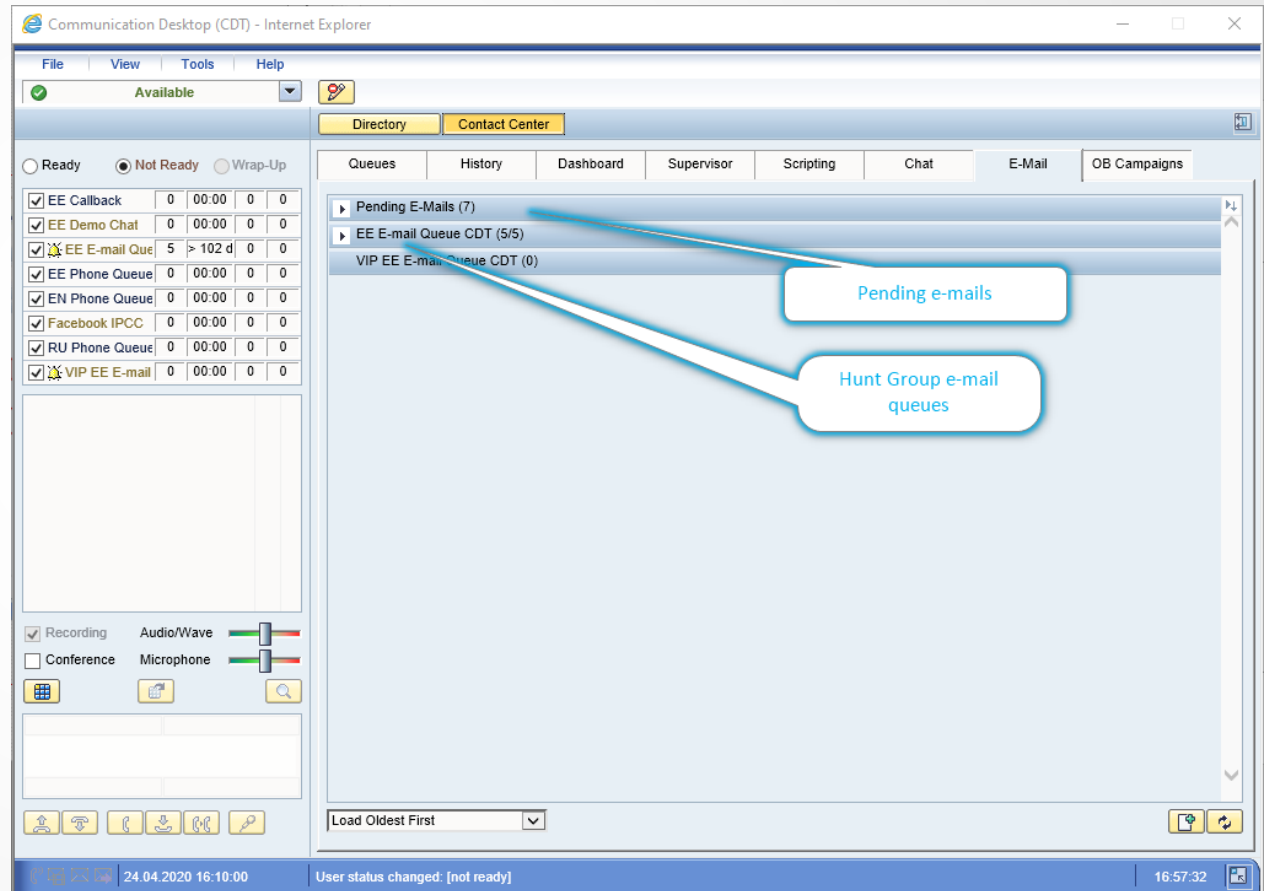
Call or chat contact can be routed to agent while agents is working with customer email. This can be enabled or disabled per email queue.

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.



E-mail handling

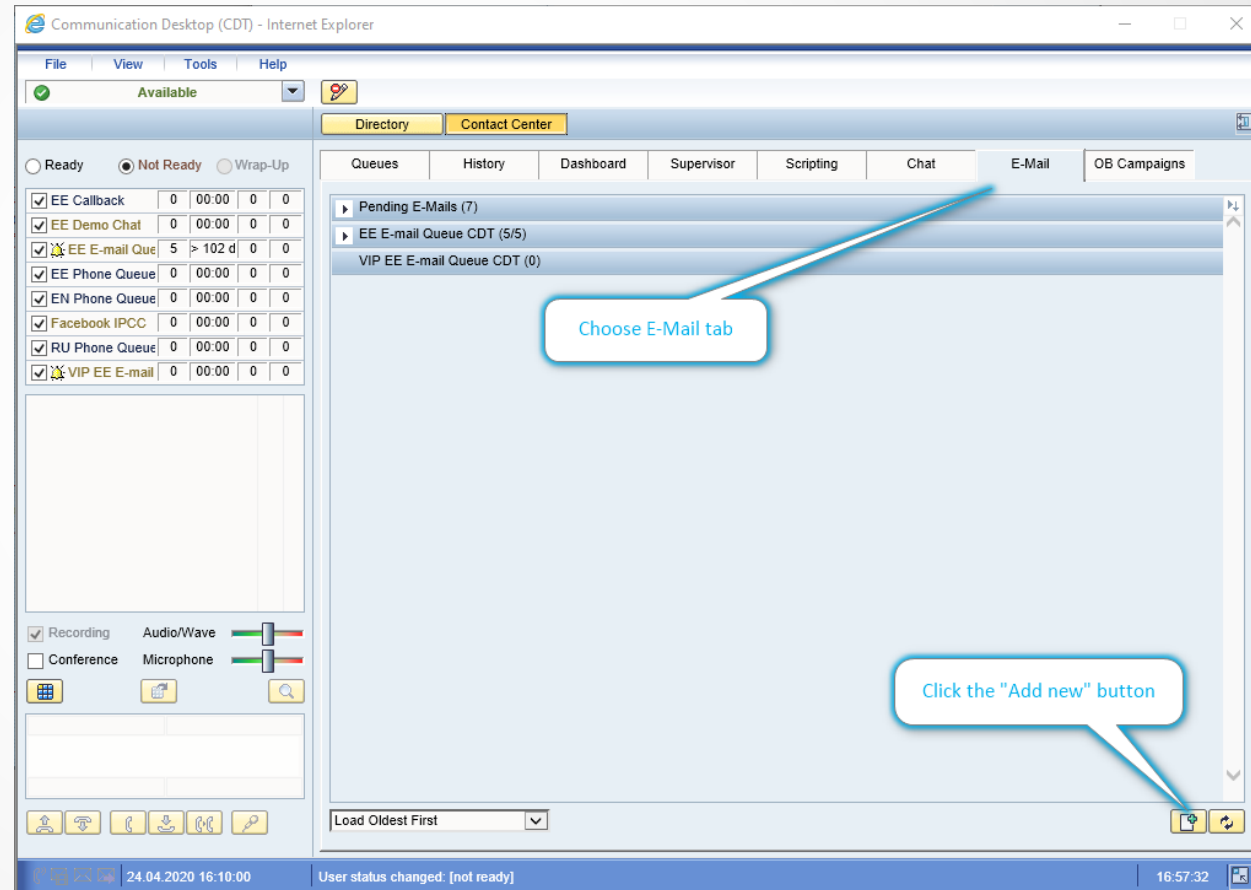
Pending E-Mails View

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 <i>Reply</i> , <i>Reply All</i> , or <i>Forward</i> When an e-mail is opened for editing, it is automatically moved to the <i>Pending E-Mails</i> list.
Viewing the e-mail	Right-click an e-mail on the pending list and choose <i>View</i> or <i>Preview (Contact Details)</i> . The latter option opens the e-mail in the <i>Contact Details</i> dialog window.
Deleting an e-mail	Right-click an e-mail on the pending list and choose <i>Delete</i> .
Creating new e-mail messages	For more information, see Creating New E-Mails .
Refreshing the view	Click the <i>Refresh</i> button to renew the view.

E-mail handling

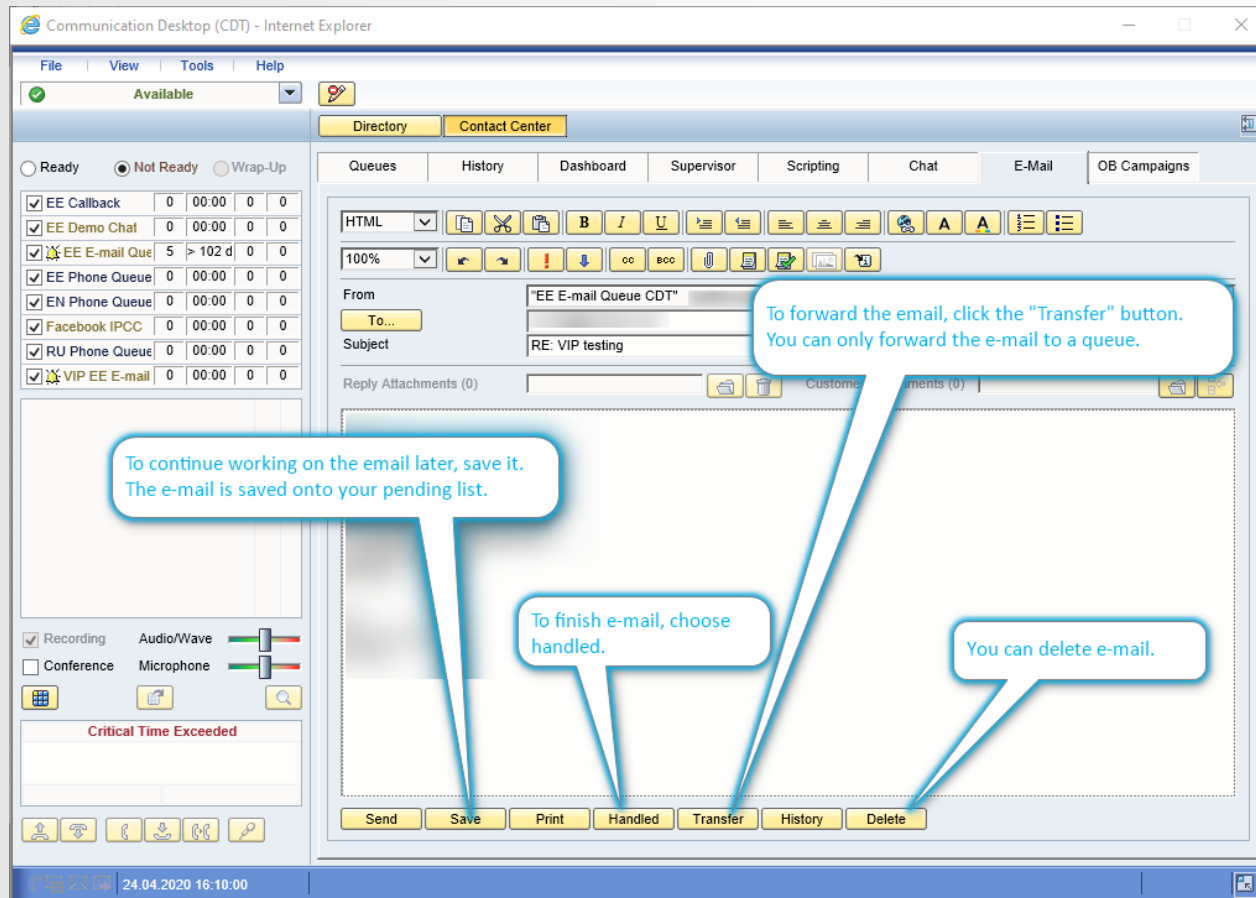
Creating new e-mail

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



E-mail handling

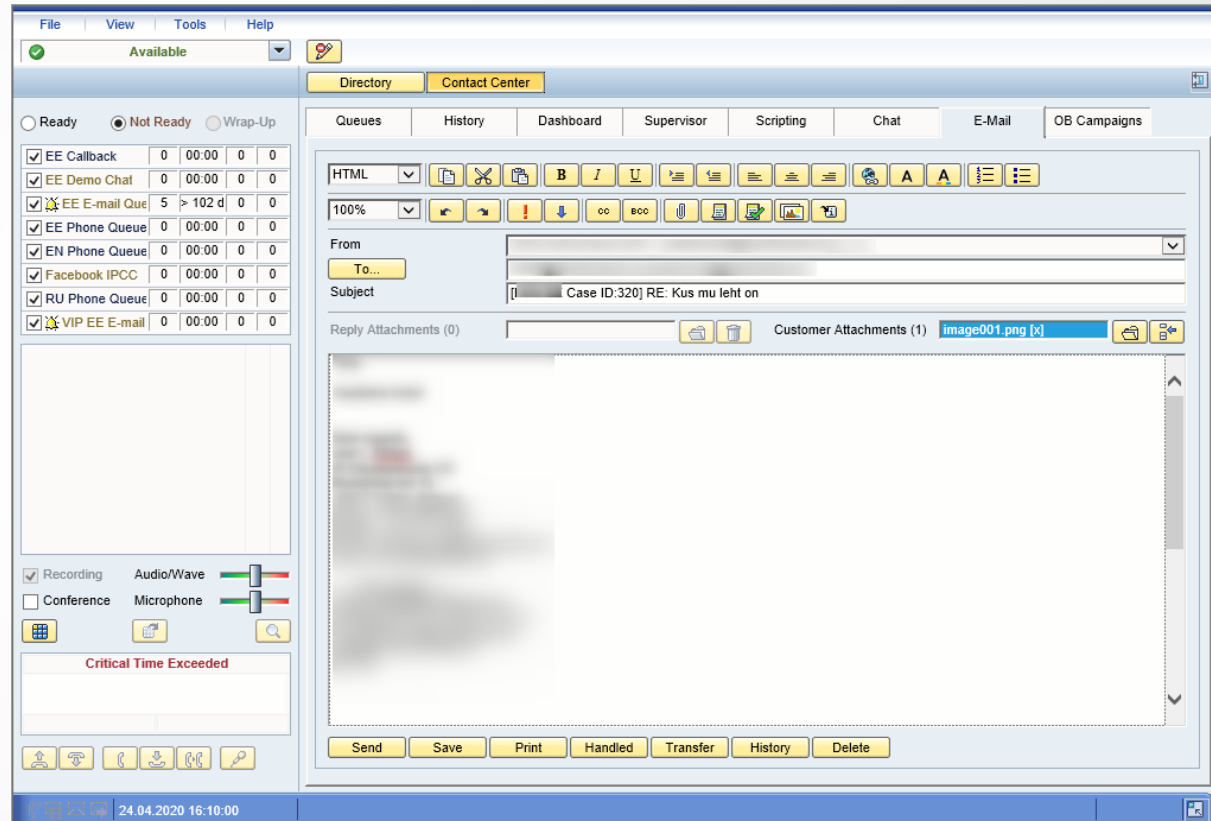
Creating new e-mail



E-mail handling

Handling e-mail

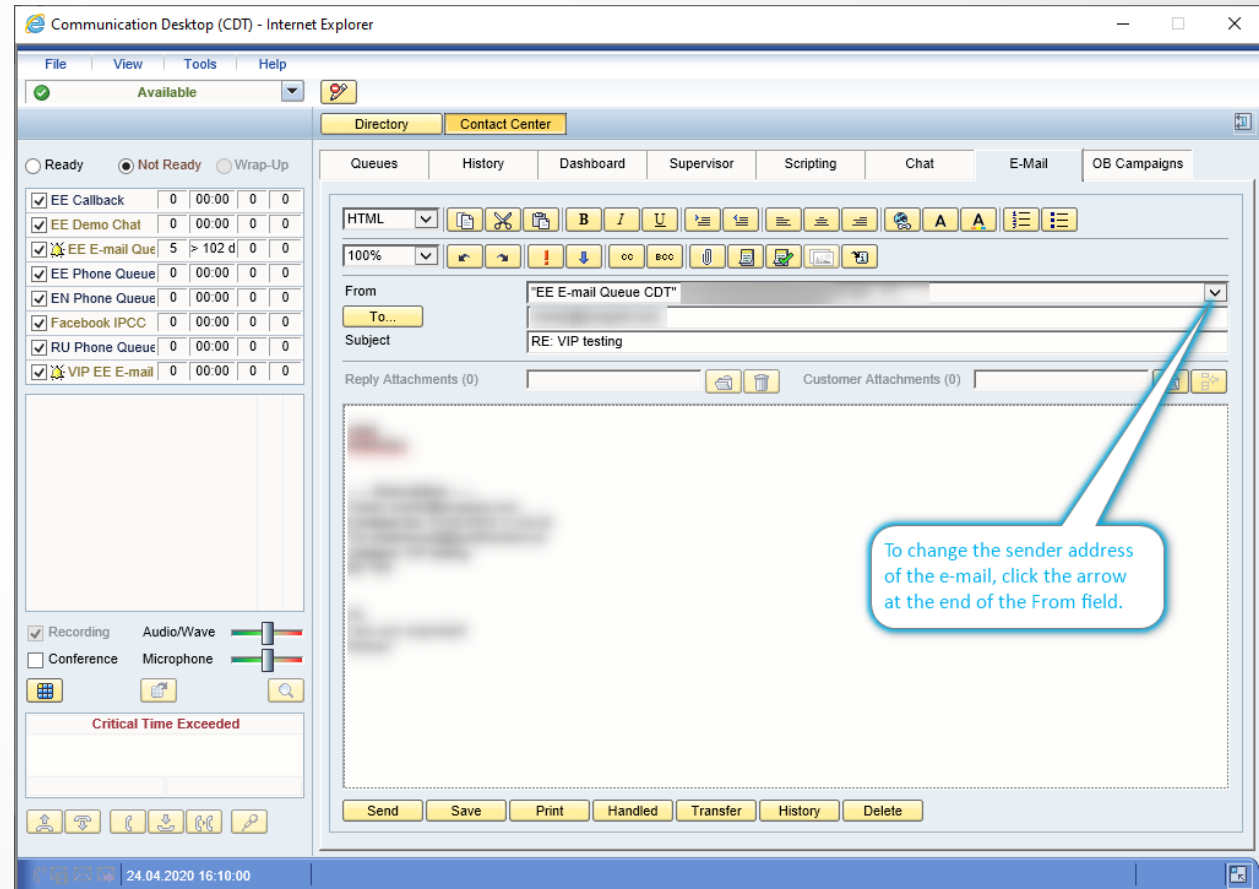
- To accept an inbound email in an auto-allocation queue, click the Accept or click the notification popup when the e-mail is offered to you.
If you reject an inbound e-mail, it is returned to the original queue.
- Or if you are serving in hunt group queues, go to the E-Mail tab page. The e-mails in 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.



E-mail handling

Handling e-mail

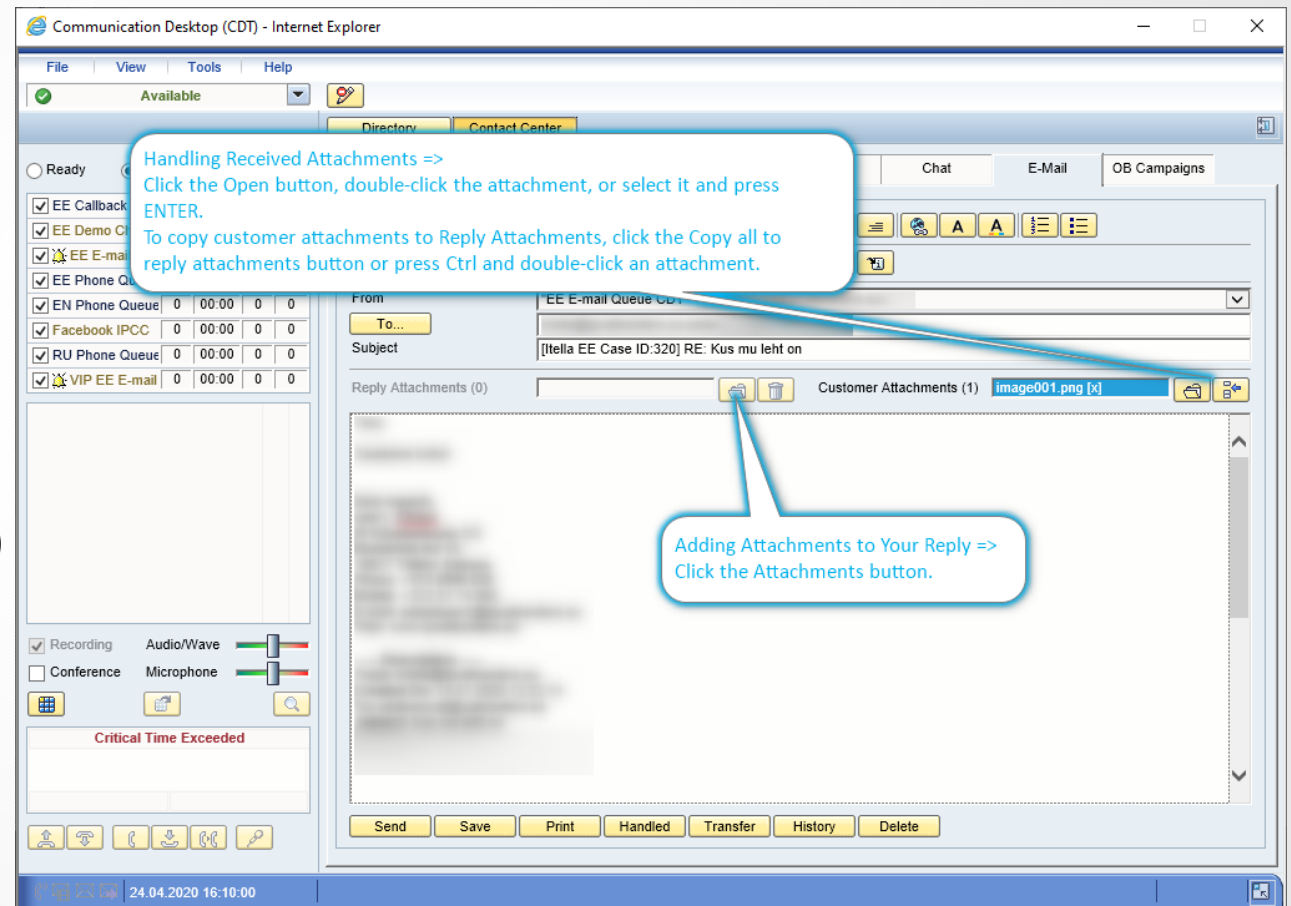
- To change the recipient of the e-mail, click “To” to open the SAP Contact Center directory or enter the new e-mail into the To field.
If you add several recipients, separate them with a semicolon.
- To send the e-mail, click the “Send” button.
Or use the shortcut key Ctrl + D.
- The Send button remains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



E-mail handling Attachments

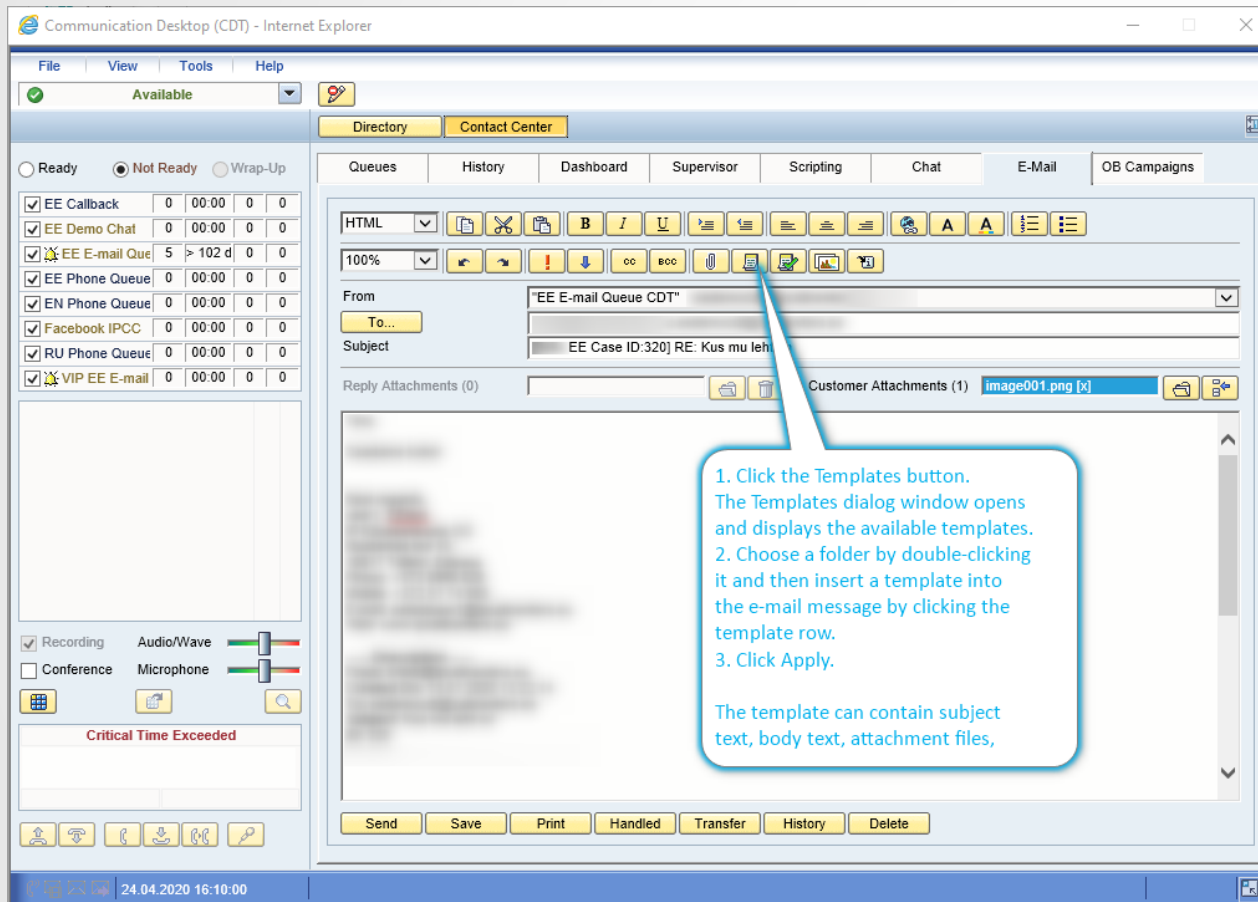
Handling Several Attachments

- 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.



E-mail handling

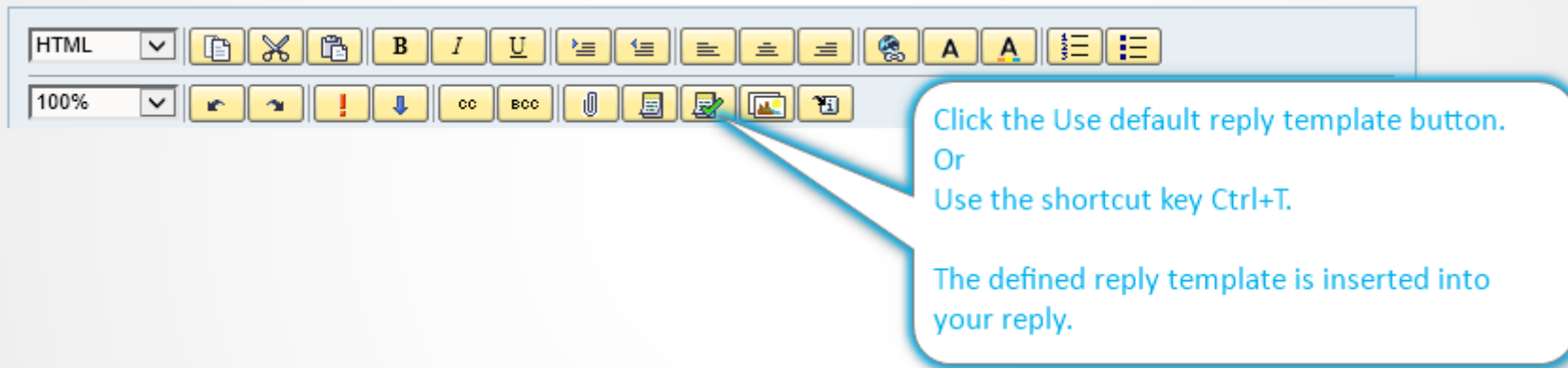
Using Reply template



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.

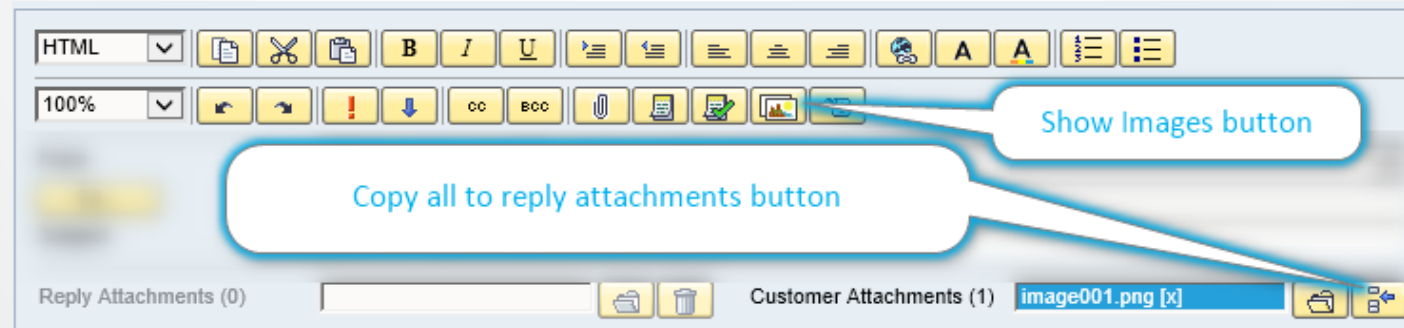


E-mail handling

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.



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”.

