

CTI for SAP R/3



TC/Snapware and SAP R/3

Feature Overview

Enhanced Functionality

- *SAP Phone Integration*
- *Automated workflow generation*
- *Call Logging*
- *Click-to-Dial*
- *Call Reminders*
- *Telephone Message Automation*
- *Call List Dialing*
- *Telephone journals*
- *Pre-configured transaction entries*

TOPCALL Snapware telephony functions

SAP R/3 and TC/Snapware – a combination that merges customer data with every workstation – a guarantee for fast and efficient answers to all customer requests. TC/Snapware automatically starts a SAP transaction when a call comes in, displaying all information regarding the customer's environment before the call is ever answered. This guarantees higher efficiency levels through the use of the existing SAP data. With TC/Snapware and SAP phone, users have several additional telephony functions like MakeCall, Caller identification and automatic transaction creation from within SAP R/3. TC/Snapware provides the connection between the SAP R/3 interface and the PBX. Since TC/Snapware uses RFCs to integrate with SAP, CTI can be integrated with virtually any SAP R/3 application.

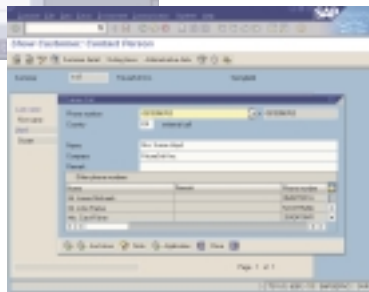
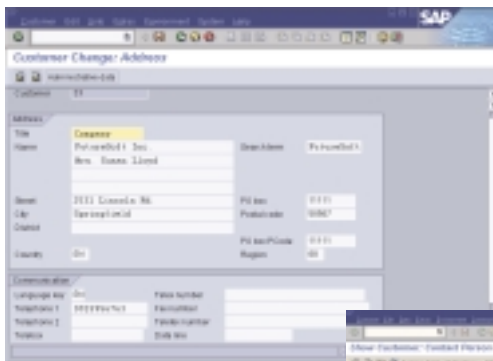


Support for incoming phone calls

For any incoming call TC/Snapware starts a database query in SAP R/3 to provide users with the available caller data in a special pop-up window. In addition, users can configure TC/Snapware to automatically trigger a desired SAP transaction for the incoming call with the caller information already filled in. With TC/Snapware it is possible to bring up pre-configured SAP screens for different users or establish transaction numbers according to the assigned workflow and work tasks. The set-to-start system helps to better prepare telephone conversations and increase customer satisfaction, optimising every phone call. If the incoming phone call can not be identified, a new transaction can be triggered with the customer information already filled in.

Support for outgoing phone calls

Starting a telephone call for a SAP R/3 marketing campaign is made easy with TC/Snapware. Users simply mark the respective person and click on the "Dial" button. TC/Snapware automatically initiates the phone call. Automatic dialing increases user efficiency, and saves time, minimising errors due to dialing wrong numbers. If the person you want to call is not available at the moment, TC/Snapware generates a Call Reminder with the relevant customer information already filled in. Users can set time intervals with the moment the call is due and the reason to call. TC/Snapware automatically generates a reminder with a pop-up window.



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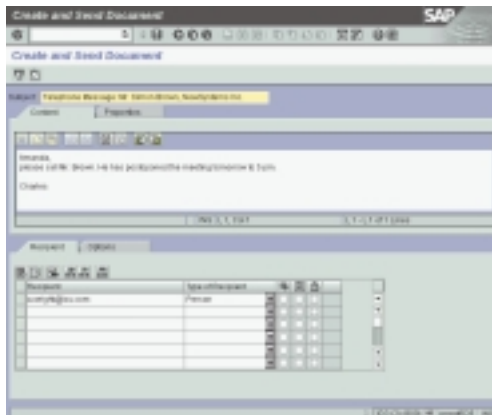


TC/Snapware and SAP R/3



Make calls from telephone lists

TC/Snapware offers extended support for telephone list dialing. The results of ABAP-queries (for example, "all order requests older than 100 days" or "all future deliveries with a certain material number") can be transferred to TC/Snapware to generate telephone lists for further use. If a person is not available, a Call Reminder can be set for the incomplete call which is rescheduled for a specified time interval. Thus not a single phone call is lost and the campaign can be completed without delays.



Telephone Messages

Sometimes users may need to pick up an incoming call for a colleague. Creating telephone messages quickly and efficiently is imperative. With TC/Snapware and SAP Office, or any other standard email-system, users can generate a telephone message that is sent to the originally called party with the caller information already filled in. It is possible to add further information and send the telephone message to partners. This function guarantees that no information is lost. All relevant data is transmitted faster and more precisely to the designated person. The intuitive and fast handling will also increase the willingness of your employees to take telephone calls for their group members.

TC/Snapware telephone journal

TC/Snapware generates a separate table in SAP R/3 for the telephone journals. The journal is used to log every incoming and outgoing telephone call. The logging is independent from call completion (i.e. if the call was not successfully completed or the workstation was turned off). Every entry contains detailed information about the call handling: who called, who took the call, when the call took place and how long it lasted? The continuous logging allows administrators to review all telephone calls and easily generate callback telephone lists. The journal also provides users with information about unanswered phone calls and classifies the status of every phone call as "complete" or "incomplete".

