



# Release Notes for *Cisco Unified CRM Connector for SAP* Release 1.0(1)

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Revised: January 28, 2010

These release notes describe the Release 1.0(1) of Cisco Unified CRM Connector for SAP.

To view the release notes for previous releases of Cisco Unified CRM Connector for SAP, go to [http://www.cisco.com/en/US/products/ps9117/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9117/tsd_products_support_series_home.html).

To access the latest software upgrades for all releases of Cisco Unified CRM Connector for SAP, go to <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=281454906>



Tip

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You need an account with Cisco.com (CDC) to access the software upgrade page.

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## Introduction

This is the first release of the Cisco Unified CRM Connector for SAP. The Cisco Unified CRM Connector for SAP integrates the SAP CRM application with Cisco Unified Contact Center Enterprise/Hosted (Unified CCE/CCH). The rest of this document discusses the features, technical information and caveats associated with Cisco Unified CRM Connector for SAP, Release 1.0(1).



### Caution

The following features are described in the Cisco Unified CRM Connector for SAP Installation and Configuration Guide and Troubleshooting Guide, but are not supported in Release 1.0(1) of the Cisco Unified CRM Connector for SAP:

- TLS/SSL secured connection between the Cisco Unified CRM Connector for SAP and SAP
- External Cisco Unified CRM Connector DataStore



### Note

For the latest version of these release notes, go to the Cisco Web page:

[http://www.cisco.com/en/US/products/ps9117/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9117/tsd_products_support_series_home.html)

## Supported Features

- Cisco Unified Contact Center Enterprise (Unified CCE)
- Cisco Unified Contact Center Hosted (Unified CCH)
- Agent login via the SAP Interaction Center Web Client (ICWC)
- Mapping SAP work modes to Unified CCE/CCH Not Ready reason codes
- On an incoming call Unified CCE/CCH call variables can be transferred to SAP as item attached data. As default behavior, SAP uses the designated ANI field as part of the item attached data to show customer information on the SAP GUI. Cisco Unified CRM Connector for SAP is also able to send other data like Caller Entered Digits or DNIS to SAP using Unified CCE/CCH call variables. However, to interpret these values, customization of the SAP lookup is necessary. ECC variables cannot be used to send data from Cisco Unified CRM Connector for SAP to SAP.
- Inbound Calls
- Outgoing Calls (manual outbound dialing)
- Silent Call Transfers
- Consult Call Transfer
- Consult Conference Calls
- Cisco Unified Communications Manager (Unified CM)-based silent monitoring (restrictions apply)
- DTMF

# Unsupported Features and Restrictions

- Cisco Unified System Contact Center Enterprise (Unified SCCE)
- Cisco Unified Intelligent Contact Management (Unified ICM)
- Cisco Unified Contact Center Express (Unified CCX)
- Cisco Mobile Agent
- Cisco Outbound Option (automated outbound dialing)
- Agent Logout Reason Codes
- Desktop or SPAN-based silent monitoring
- Non-voice channels (e.g. Chat, E-Mail and Action Item Routing)
- SAPphone interface (RFC)
- Button enablement on the SAP GUI is not controlled by Cisco Unified CRM Connector for SAP
- Configuration synchronization between Unified CCE/CCH and SAP
- Multiple calls for the same agent (call waiting feature on Unified CM must be disabled for the SAP agent phones)
- SAP Integrated Communication Interface (ICI) does not support automated failover between two Cisco Unified CRM Connectors for SAP
- Supervisor features on SAP frontend. CTI OS supervisor desktop can be used to supervise
- ECC Arrays
- Statistical data upload from Unified CCE/CCH to SAP
- SAP IC Manager Dashboard
- Queue and Agent Presence Information
- Encryption and security of SAP ICI via TLS/SSL
- Agent Name Login
- SAP call attached data cannot be transferred for call transfers and conferences across multiple Unified CCE/CCH peripherals (external Cisco Unified CRM Connector DataStore)

## System Requirements

For hardware and third-party software specifications, refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(x)*, which is accessible from:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html)

As operating system, an English version of Microsoft Windows 2003 Server with at least Service Pack 2 installed is required.

For compatibility information please refer to the *Cisco CTI Compatibility Matrix*, which is accessible from:

[http://www.cisco.com/en/US/products/sw/custcosw/ps14/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_device_support_tables_list.html)

or to the *Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide*, which is accessible from:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html)

## Related Documentation

- Documentation for Cisco Unified CRM Connector is accessible from [http://www.cisco.com/en/US/products/ps9117/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9117/tsd_products_support_series_home.html)
- For additional information on Unified CCE, see [http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html)
- For additional information on Unified CCH, see [http://www.cisco.com/en/US/products/sw/custcosw/ps5053/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps5053/prod_technical_reference_list.html)
- Technical Support documentation and tools can be accessed from <http://www.cisco.com/en/US/support/index.html>
- The Product Alert tool can be accessed through <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

## New and Changed Information

Since this is a first release, there are no new features or other changes to be noted. Detailed information on Cisco Unified CRM Connector for SAP can be found in the documentation set, which is discussed in User Documentation, page 4.

## User Documentation

This section briefly describes the Cisco Unified CRM Connector for SAP documentation set.

- *Cisco Unified CRM Connector for SAP Installation and Configuration Guide* — provides all of the information necessary to install and configure Cisco Unified CRM Connector for SAP
- *Cisco Unified CRM Connector for SAP Troubleshooting Guide* — provides information about troubleshooting Cisco Unified CRM Connector for SAP

## Important Notes

The following sections contain important information, restrictions and requirements that apply to Cisco Unified CRM Connector for SAP, Release 1.0(1).

- [Format of Phone Numbers, page 5](#)
- [Unified CM Silent Monitoring, page 5](#)
- [Storing SAP ICI Call ID in Unified CCE/CCH Call Variable, page 5](#)
- [Unified CCE/CCH Agent Desk Settings, page 5](#)
- [SAP Call Attached Data on Incoming Call, page 6](#)
- [Transfer SAP Call Attached Data in a Conference Call, page 6](#)
- [Idle Reason Required, page 6](#)
- [Login Parameter Restrictions, page 7](#)

## Format of Phone Numbers

The SAP ICI, which is the interface that the Cisco Unified CRM Connector for SAP is using to communicate with SAP, stipulates the format for a telephone as follows:

+CountryCode AreaCode SubscriberNumber (without any delimiter characters).

An example of a valid number would be the following: +496227747474.

It is a requirement of the SAP ICI interface that all telephone numbers begin with the “+” symbol. Therefore, it is not possible to change the format of the telephone numbers within the Cisco Unified CRM Connector for SAP. It is recommended to adjust the search routine within SAP to search for the telephone number beginning with the “+” symbol. However, regardless of how the dialing scheme is configured, the “+” symbol will always be the first character being sent from the Cisco Unified CRM Connector for SAP.

## Unified CM Silent Monitoring

Unified CM silent monitoring is supported for the following releases:

- Unified CM Release 6.0 or higher
- Unified CCE Release 7.2(1) or higher
- Supervisor Desktop: CTI OS Supervisor Desktop Application Release 7.2 (1)
- Agent Phone Device: Type 79x1 or later Cisco IP Phone (7941, 7961, or 7971 or later)
- Cisco IP Communicator: 7.0 or higher (requires Unified CM 6.1.3 or later)

Refer to the following guides to get more detail information on Unified CM silent monitoring configuration and troubleshooting:

- CTI OS System Manager’s Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted
- CTI OS Supervisor Desktop User Guide for Cisco Unified Contact Center Enterprise & Hosted
- CTI OS Developer's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted
- CTI OS Troubleshooting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted

## Storing SAP ICI Call ID in Unified CCE/CCH Call Variable

The SAP ICI call ID can be stored in a Unified CCE/CCH call variable of your choice via the registry key CtiTpiCallReferenceType. If this registry entry contains the name of an existing Unified CCE/CCH call variable, the ICI call ID will be stored in this call variable.

For outgoing calls, the call ID of the calling agent is stored. For incoming calls the call ID of the agent that will receive the call is stored. If an agent calls another agent directly, the call ID of the outgoing call will be overwritten by the call ID of the agent receiving the call.

## Unified CCE/CCH Agent Desk Settings

The Unified CCE/CCH Agent Desk Settings configured for SAP agents must contain the following settings

- Work mode on incoming = Required
- Work mode on outgoing = Required

- Wrapup Time = 7200 seconds

These work mode settings assure that the agent states are in sync between Unified CCE/CCH and the ICWC.

The customer data remains on the ICWC until the End button is selected or the data is replaced with the data of a new call. An inadvertent overwriting of the data can only be guaranteed if the wrapup timer is set to the maximum (7200 seconds), the two work mode settings are set to "required" and no direct calls are sent to the agent phone. The wrapup timer must be set to the maximum to prevent the agent from going into a ready state after the timeout and hence possibly receive a routed call. If a direct call is sent, the wrapup call will be terminated on the Unified CCE/CCH side with this new call and thereby the customer data of the wrapup call will be overwritten on the ICWC. After the direct call is ended, the overwritten customer data that has not been saved is no longer available, neither on the SAP nor on the Unified CCE/CCH side.

If an agent, registered on the Unified CCE/CCH, places a direct call to another agent registered on the Unified CCE/CCH and this call is ended, the first agent will not enter wrapup status, because the wrapup can only be related to one end of the call. The same applies for a consult call from one agent to another.

If a consult call from an agent, registered on the Unified CCE/CCH, is placed to a phone not registered on the Unified CCE/CCH, the call will enter wrapup status on the agent. However, SAP cannot be notified of this wrapup status, because the termination of this wrapup call on the ICWC would also delete the original call.

An SAP agent can leave wrapup status only by selecting the End button on the ICWC because only the End button actually ends the call. Thereby the customer data on the ICWC will disappear. Selecting Ready or NotReady allows the agent to enter the desired state.

The call waiting feature on Unified CM must be disabled for the SAP agent phones.

## SAP Call Attached Data on Incoming Call

ECC variables can only be used to send data from Cisco Unified CRM Connector for SAP to Unified CCE/CCH. Therefore, they cannot be used with an incoming call to transfer call attached data to SAP. Only Unified CCE/CCH call variables can be used in this case.

## Transfer SAP Call Attached Data in a Conference Call

Transferring SAP call attached data in a conference call is currently not supported. In a conference scenario, only the agent which establishes the conference has the SAP call attached data available. If this agent leaves the conference and the remaining agent transfers the customer to a third agent, SAP call attached data will not be transferred.

## Idle Reason Required

The setting "Idle reason required", within the Unified CCE/CCH Agent Desk Settings, has to be deactivated.

If the setting "Idle reason required" within the Unified CCE/CCH Agent Desk Settings is activated, an agent can only set himself to Not-Ready when the agent uses a defined Not-Ready reason code other than "0". The default Not-Ready button does not work anymore since in that case the reason code "0" is sent to Unified CCE/CCH which rejects the procedure.

Furthermore, the agent can only log himself out if he enters the Not-Ready state before (by using a Not-Ready reason). If the agent logs himself out directly by closing the browser window, he will remain logged in to Unified CCE/CCH. This happens because the Cisco Unified CRM Connector for SAP sends a Not-Ready request with reason code "0" to Unified CCE/CCH immediately before the logout request.

## Login Parameter Restrictions

The lengths of the login parameters (agent ID, password, extension) correspond to the Cisco CTI Server protocol limitations. Furthermore, the workcenter ID input field of the ICWC is limited to 54 characters by SAP CRM.

## Caveats

- [Using Bug Toolkit, page 7](#)
- [Open Caveats, page 8](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1, 2, and 3 bugs
- Significant severity level 4 bugs

You can search for problems by using the Cisco Software Bug Toolkit

### Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com (CDC) user ID and password

### Procedure

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- |               |  |
|---------------|--|
| <b>Step 1</b> | To access the Bug Toolkit, go to <a href="http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs">http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs</a> |
| <b>Step 2</b> | Log in with your Cisco.com (CDC) user ID and password.   |
| <b>Step 3</b> | To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field then, click <b>Go</b> .   |
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For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.

## Open Caveats

This section contains a list of defects that are currently pending in Cisco Unified CRM Connector for SAP, Release 1.0(1). Defects are listed by component and then by identifier.

**Note**

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Because defect status continually changes, be aware that the following table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in [Using Bug Toolkit, page 7](#).

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There are currently no known defects in this release.

## Troubleshooting

For the latest versions of the Cisco Unified CRM Connector for SAP Troubleshooting Guide, go to [http://www.cisco.com/en/US/products/ps9117/prod\\_troubleshooting\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps9117/prod_troubleshooting_guides_list.html).

## Documentation Updates

For the latest versions of all Cisco Unified CRM Connector for SAP documentation, go to [http://www.cisco.com/en/US/products/ps9117/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9117/tsd_products_support_series_home.html).

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>



This document is to be used in conjunction with the documents listed in the “Related Documentation” section.

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