



Computer Telephony Integration (CTI)- FAQs

PUBLIC

CTI - FAQs

❑ What is CTI integration with SAP CRM? What does it consist of?

CTI integration is about integrating an external multi-channel contact center solution with SAP's Customer Relationship Management solution via Integrated Communication Interface (3.07 latest version) for enabling the telephony functions and other channels integrated with SAP CRM.

It consists of configuring the SAP CRM for enabling the communication with the external contact center via the SAP ICI interface as well as developing an adapter for the SAP ICI interface, which consumes the interface methods to communicate with the external contact center.

Please read more about CTI integration here:

[How to Implement Computer Telephony Integration \(CTI\) with the SAP CRM Interaction Center by John Burton](#)

[What is Computer Telephony Integration \(and Why Do I Need It?\) by John Burton](#)

❑ How can I get access to WSDLs for building my adapter?

For WSDL access please write to icc@sap.com .

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❑ Can we get access to a test SAP CRM system for integrating our contact center?

Yes, SAP Integration and Certification Center (SAP ICC) hosts and manages an IDES system SAP CRM 7 EHP1 that is compatible with the latest interface version ICI 3.07. Please write to icc@sap.com for your requirement.

❑ What is the process to get the adapter/integration certified?

Solution providers having a working adapter can request the certification by writing to icc@sap.com. SAP ICC provides pre-defined integration scenarios for telephony, email and chat channels. Certification consists of checking the required configuration of the SAP CRM system and testing the use cases as defined in the relevant test cases for each certifiable channel. The certification testing is generally done onsite where the lab is prepared for the testing.

❑ Where can I find the list of certified vendors for ICI adapters?

You can find the list of certified adapters and providers in our [Online Directory](#). Please write to icc@sap.com for your queries related to certification.

Thank you.

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