

SAP ICC Integration Scenario

SAP Hybris Cloud for Customer Computer Telephony Integration (HYBRIS-C4C-CTI 1.0)

PUBLIC

Introduction

- ❑ SAP partners, ISVs and System Integrators who have successfully integrated a 3rd party telephony system to SAP Hybris C4C via the use of SAP C4C CTI adapter/ supported integration APIs, can apply for this certification.
- ❑ The certification tests the telephony functions described in this document and provides you with a detailed test report, certificate, SAP Certified Logo and [online listing](#), which will help the sales and marketing activities.

Benefits of SAP Certified Integration

Opportunity for Growth and Participation

By supporting market-leading solutions from SAP and offering integrated solutions to its customer base

May experience faster sales cycles

Certification serves as proof point for technical alignment with SAP solutions

Increased Potential for Success

Faster implementations and deployments in SAP solution-based landscapes

Accelerated ramp-up on SAP knowledge for smaller ISVs

Marketing Benefits

SAP Interface Certificate and an official “SAP Certified” solution logo:



Listing in [Online Directory](#)

Press release review

Promotion during events, positioning the product as “certified” to SAP customers and consulting partners

Technical Details

- ❑ The objective of the testing is to check if the telephony functions supported by C4C CTI adapter or the supported APIs are implemented to work correctly in the integration with the 3rd party telephony server.
- ❑ Currently the testing can be done on ISV/Partner subscribed C4C tenant. It is recommended that the SAP PartnerEdge program be utilized for availing a C4C tenant subscription. SAP ICC will notify the SAP partner community if such test system is made available under Remote Access Connectivity offering in future.
- ❑ It is expected that the certification applicants have utilized the Computer Telephony Integration Guidelines available in [SAP Hybris C4C Admin Guide](#)
- ❑ Additionally, the C4C CTI Configuration for Inbound & Outbound Calls should be completed. Both HTML5 and RUI implementations are certifiable. Vendors can demo both frontends if available.

Certification Price & Validity

Certification Price

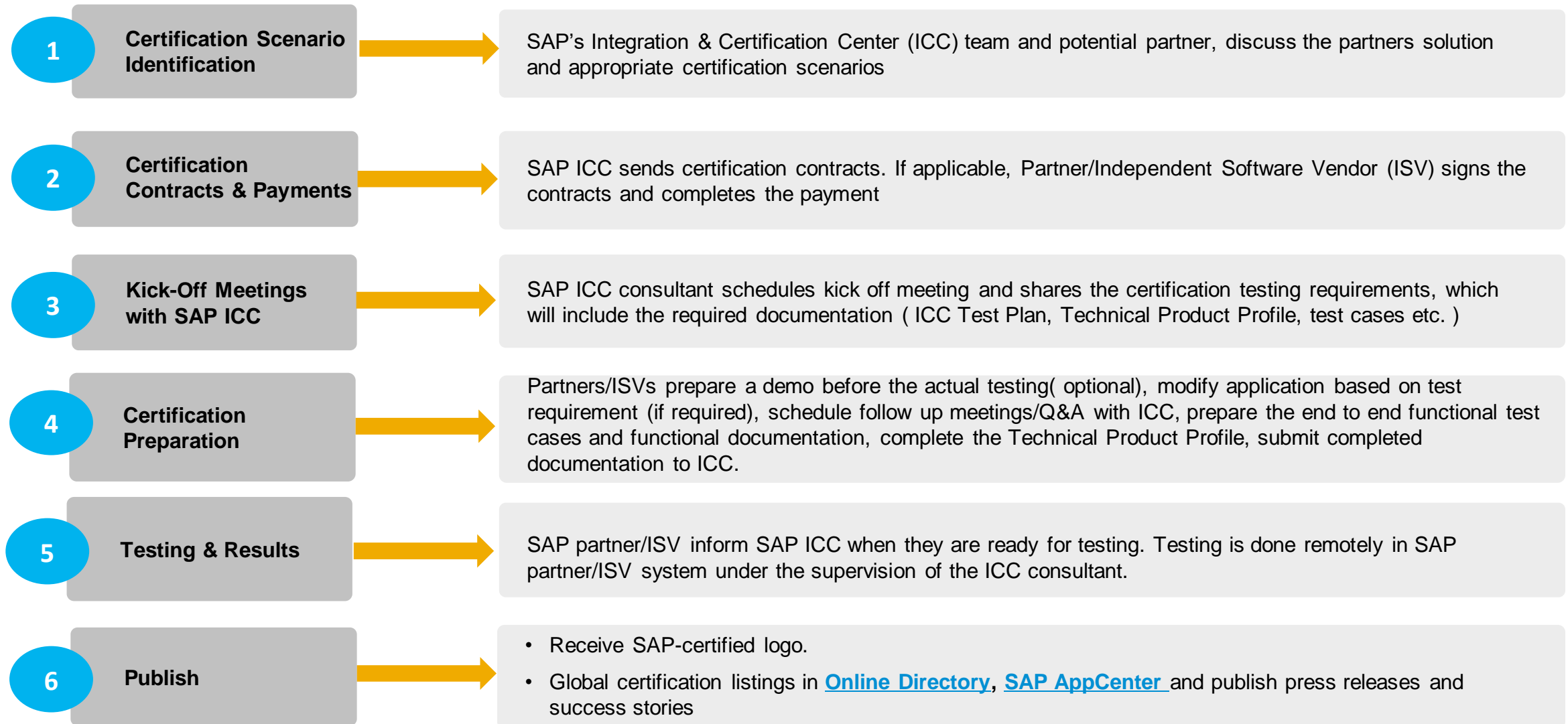
Euro currency is
applicable to all countries

The fee is 5,000 Euros yearly

Validity of Certification

The certification is valid for one year

Certification Process Overview:



Related Links

SAP ICC Application Form

- ❑ Please fill in [SAP ICC online application form](#) with information about your company and about the software application that you want to integrate in order to apply for an integration certification.

Know More About Certification

- ❑ To learn more about certification please visit [Software Certification](#) page.
- ❑ SAP Training and Help: Please refer to [SAP Education](#).
- ❑ [SAP Hybris Cloud for Customer help page](#)

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