

### **SAP C4C Tenant Installation**



### **Connecting SAP Module & Integration**

### **SAP Interface**

- On your browser head over to SAP CRM login page, It should like this: <u>https://my\*\*\*\*\*\*.crm.ondemand.com/sap/ap/ui/clogin</u> Note: Replace the \*\*\*\*\* with your company's unique SAP number
- 2. Enter your SAP C4C User ID and Password and click on the Sign In button

SAP	
User ID	
Password	
English	
Sign In	
Forgot Password?	

**3.** On your company's C4C side panel menu, <u>scroll down</u> until you reach the 'Administrator', click on it and then click on 'Service and Social'



4. Under 'Communication Channels' section, click on 'Live Activity Configuration'



 Under the 'Provider URL' field, fill in your CommBox unique instance URL (e.g. <u>https://sap.commbox.io</u>) Also, please make sure to set the default window size (650 / 1.600)

	Service and Social	Live Activity Configuration	•		
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~	CTI Vendor				Search All Fields
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- 6. Maintain a provider ID of your Choice E.g. "COMM" and select the CTI Vendor as "CommBox".
- **7.** Enable the below highlighted flags and maintain the communication channel ID (refer to step-10 if not already created).

Live Activity Configuration	۵			
				Save
			Fiori Client Settings	
		~	Distan Provider Control Viss	1
		~	Search All Fields Yes	
			Comm.Svatem.ID CTI	
ind.com/			Orem Califier Detail View	
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			Move and kesze Notification Ves	
			∰_ Search Objects (3)	Add Remove
			Select items in this list to override the default search options.	
			Object Name	

- 8. Maintain Search objects that are relevant for the project for e.g, Account, Contact, Individuals, Tickets and Registered Products
- 9. In the right upper corner, click on the 'Save' button



**10.** The 'Comm' System ID that is maintained in Live activity configuration needs to be created in the following path if it does not exist already.

Administrator->General Settings->Integration->Communication Systems->New Maintain the following information.

		Ð	
Communication System	Internal Comment		
to Chr De Antones S.Mr			
Horitowe CT			
Contact Information	Additional Data		
Rist Name	Crasted By Charlotte Cook		
Lest Name	Created On 08.12.2017 20:08		
Ensil	Changed By Eddle Smoke		
Phane -	Changed On 30.06.2020 11:14		
Fac -			
E Business Instances (1)	τ <sub>υ</sub>		
System Instance ID	Preferred Application Protocol		
cn	5 - Web Service		
V I SHCCHO	K C 1 / 1 > 3		

Click Action->Activate and Save.

#### 11. Scope CTI

Go to: Business Configuration -> Implementation Projects ->Your Project -> Edit Project Scope -> Questions-> Service -> Customer Care -> Service Request Management ->Computer Telephony Integration for SAP Cloud for Customer Question: "Do you want to support Computer Telephony Integration (CTI)?"

#### 12. Scope Activity documents

Go to: Business Configuration > Implementation Projects > Your Project > Edit Project Scope > Questions > Sales > Account and Activity Management > Activity Management and mark the following questions as In Scope:

- Do you record phone calls?
- Do you record chat activities?
- Do you want to record messaging activities?

Implementation P P Live Session - Adam Adamowski	×	Edit Project Scop ×		
Country/Region V Implementation Focus		Scoping Q Questions	5 Review	6 Confirmation
All Elements ⊙ Q C ↓†		部_Questions for Activity Management (41)	11	Set as Reviewed Set as Not Reviewed
Scoping Element		Business Option 💠 Ro	teview Status In S	icope 🗢 Conflict 🗧
> Sales Campaign		Do you record tasks? Re	eviewed 🔽	
✓ Sales	- 1	Do you use e-mail to communicate with your accounts? Do	teviewert V	
Account and Activity Management		bo you use e-mail to communicate man your accounts?		1
Account Management	- 1	Do you record phone calls? Re	eviewed 🔽	
Activity Management	- 1	Do you record chat activities? Re	eviewed 🗸	
Communication for Account and Activity Management	- 1	Do you want to track changes made to activities and visits? Re	eviewed 🔽	
Analysis for Account and Activity Management	- 1	Do you want to record messaging activity ? Re	eviewed 🔽	1
> Product and Service Portfolio for Sales		Design and the second sec		-
> New Business		Do you want to record memo activities?	ot Reviewed	
> Lead Management	- 1	✓ Calling List (1)		
> Deal Management	- 1	Do you want to plan and execute call lists in your system? No	lot Reviewed	
> Sales Planning and Forecasting		✓ E-Mail Blast (1)		
> Service				K < 2 /6 > 7

Scope this question and Click Finish.

13. Assign the Live Activity Center work center to users or groups that use phone or other communication channels to interact with customers. Assign work centers under: Administrator ->General Settings -> Users -> Business Roles and Business Users.

This steps completes the list of configurations required on SAP system - your SAP C4C environment is now ready!

### **Connecting SAP Module in CommBox**

- 14. Login to your CommBox platform (e.g. https://sap.commbox.io)
- 15. Click on Settings 🚳 at bottom left corner
- 16. Scroll down to the 'Integrations' section, and click on the SAP C4C Integration



- **17.** Click on Install in the upper right corner of your screen
- **18.** Go <u>back</u> to the Modules main screen, scroll down to the 'Settings & Features' section, and click on the 'Privacy and Security' module

			5		<b>5</b> 63
Working Hours	Forms	Themes	Tracker	Static content	General Settings
Ĝ					
Privacy and Sec	Auto Assignme	Two Factor Aut			

Note A: If you can't see the module, click on the "Load more..." button at upper right corner

 Note B: In case you are not able to access the 'Privacy and Security' module, please <u>contact</u> your CommBox customer manager to activate this module.

#### 19. Click on '+General' and toggle-ON the button next to 'Allow manage to be embedded in iframe'

Privacy and Security	
- General	
IP white-list for management	
IP white-list for API access	
Api authentication mode	Off 🗸
Add customer details to mail notifications and when forwarding to a third party	
Blocked email Addresses (comma separated)	noreply@fattal.co.il
Allow manage to be embedded in iframe	
Forward Email Addresses (comma separated)	

- **20.** Make sure that one of the following channels: **WhatsApp** | **Web chat** | **Video chat** are activated, and connected to the CommBox platform, thus ready to receive customers' communication.
- **21.** Make sure that you are in 'Active status' in the CommBox platform.

$\rightarrow$	<ul> <li>superuser superuser</li> <li>Active</li> <li>3m</li> </ul>	• superuser ∨
	• Busy • Away	
	₩     User settings     >       Im     Presence report	
	🚱 Settings - sap	
	🕞 Logout	

- 22. You are all set and ready to receive communication from your customers, via the SAP C4C platform!
- 23. Head back to your SAP C4C platform



**24.** Now, once a customer will send you an inquiry through one of the above mentioned channels, you will see it through CommBox platform and will be displayed like this:

SAI	7									
	Home							Hom	e	
ũ	Calendar									
இ	Feed						Fe	eed	My Upcoming Activities	My Tasks
ŋ	Business Analytics	~		5	<b>ে</b> ০	Conversations				_
密	Business Configurat	~			Conversations 🖻 🛛 - Open 27	(D) Eli Israelov (248) let me check it for you	ی 😒	Eli Israelov (248)	♣ 13d 4h 50m From last response ♥ Closed after 13d 1h 4m	
ළු	Business Partners	~				WA DemoEN, 13 days			lynn Team Changed status to 🛪 Open	
ŋ	Service Entitlements	~		Pipelin	Unassigned Forwarded	<ul> <li>Shiran CommBox (252)</li> <li>Remember, whatever can be automated- lea</li> <li>Picture</li> </ul>	ی 😒		winuzzer isse.ae	e Up-to-Date. No over
ŋ	Organizational Mana	~				Shiran Baby > Posts, 14 days 4 🙊 2				
28	Customers	~		0		Hi Eric, We are sorry to hear you forgot your DemoenTelegram, 29 days	ی 🛞		iynn Team Changed status to 🛊 Open 22/10/2020 07:32.34	
8	People	~		My His		Dan Seban (25) Hello Dan, Thank you for contacting us. My	ی 🛞		lynn Team Changed status to ✓ Resolved 22/10/2020 18:99:31	n Status
R	Sales Campaign	~		Tickets		WA DemoEN, 1 Months 🔒 🔮 🛷 8			lynn Team Changed status to ★ Open 22/10/2020 18:99:61	Jarter
<b>#0</b> ★≣	Sales	~			Channels +	Lynn Kalman-Gabay (105) RE: There is a problem with my invoice	ی 😒		lynn Team Changed status to ✓ Resolved	chedule
Ô	Activities	~		1		Customer Support, 12 Months 🛛 🖉 😤 1				
	Analysis	~				We'll be more than happy if you'll do so (	ی 😒		lynn Team Changed status to ★ Open 28/10/2020 12:34:27	
٥	Products	~		No repo		Load more			lynn Team Changed status to ✓ Resolved	Queue
6	Library	~							lynn Team Changed status to ★ Open 27/10/2020 17:43:39	
ŶŶÅ	Service Control Cen	~		0	Internal Chat 🖻 🕂					
5	ECC Sales Orders			4	Shaheer Shah     Rob Slim			-Select Message Template- V		
Ë	Team Calendar			Ę	YANG CHUAE     Salf All			Suggest to knowledge base Assign rep	olies to me Convo	Send   v Isation + Activities v
Ê	Activity Planner	~								

- **25.** Once a conversation with the customer has been resolved, you can find the conversation transcript by minimizing the CommBox platform window
- 26. Make sure to change the conversation status to "Resolved" to see the transcript under "customer's hub" (Note: you may need to refresh the C4C page to view the transcript)