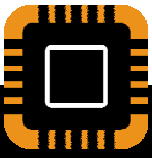


## SAP with *mrs*

### *mrs* SAP Features

Feature	Yes
<b>General</b>	
Compatibility with following SAP Modules: <b>R/3; mySAP CRM; mySAP ERP; NetWeaver; mySAP.com</b>	
Supported and certified Interfaces: <b>SAPphone; ICI; SAPconnect from Version R/3 3.1G; SMTP; Exchange process relevant data with SAP Database</b>	
Supportes SAP Applications as follows: <b>R/3 Interaction Centre (as Agent Workplace); mySAP CRM Interaction Centre; mySAP Interaction Centre Web Client; mySAP Business Work Place for Messages; mySAP Agent or Workflow Inbox</b>	
<b>SAP - Basic Telephony (CTI)</b> SAP Phone Pop Up in all mySAP based Applications	
Advanced calling features (in- and outbound): <b>Caller Identification; Pop Up of Contact Data; Advanced call features like call waiting, call back etc.; Automatic Start of Workflow</b>	
Call attached data	✓
Outbound Click to Dial	✓
Simultaneous operation of SAP systems and/or tenants at one Cycos system	✓
Simultaneous operation of multiple Cycos systems at one SAP system	✓
Signalling of inbound calls in all SAP modules	✓
No additional client applications necessary	✓
Citrix certified	
<b>SAP - Unified Messaging</b>	
Send and receive Faxes	✓
Send and receive Pager/SMS	✓
Send and receive E-Mail	✓
Address Filtering	✓
Fax Stationeries	✓
Privilege for send Fax functionality	✓
Delivery/Non Delivery notifications (SMS / Email / Fax) out of the SAP System	✓
Send Mail from all SAP Modules	✓
Automatic Mail Delivery (Workflow)	✓
Future Delivery for faxes	✓
<b>SAP - Call Center Telephony</b>	
Agent control via CIC / IC (login, logout, etc.)	✓
Control of call centre agent groups	✓
Call Routing in order of SAP based information's (skill based routing)	✓
Flexible speech enabled waiting devices with access to SAP database	✓
Multi Media / Multichannel Queuing	✓
Support of SAP marketing campaigns	✓
Access to the SAP System from remote locations for Users and Agents	✓
Home office support	✓



# *Product Factsheet*

**CYCOS**