



***Gplus* Adapter 7.5**

Campaign Synchronization for
SAP

Deployment Guide



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Preface

Welcome to the *Gplus Adapter 7.5 Campaign Synchronization for SAP Deployment Guide*. This document lists system requirements, and describes how to install and configure the *Gplus* Adapter Campaign Synchronization for SAP (the Adapter).

Note: For versions of this document created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library CD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information. It contains the following sections:

- [New in Release 7.5, page 8](#)
- [Intended Audience, page 9](#)
- [Chapter Summaries, page 9](#)
- [Document Conventions, page 10](#)
- [Related Resources, page 12](#)
- [Making Comments on This Document, page 13](#)

The Adapter extends the SAP product suite with enhanced telesales and telemarketing campaign functionality. For example, it enables dynamic updating to active outbound campaigns and reporting on post-campaign dialing results.

New in Release 7.5

The *Gplus* Adapter 7.5 Campaign Synchronization for SAP is the replacement product for the 6.5 *Gplus* Outbound Adapter for SAP. The 7.5 Adapter has the following capabilities:

Functional

- Calling List creation and update
The Adapter enables the transfer of outbound calling list data between SAP and Genesys.
- Call List updates triggered by an inbound call
The Adapter allows for Call Lists to be updated as a result of an inbound call. For example, if a customer calls (even while they are an outbound campaign target) the Call List data will be updated with the caller's latest information.
- Campaign record deletion
The Adapter allows for the programmatic deletion of Outbound Campaign Records between SAP and Genesys.
- Campaign results query
The Adapter exposes campaign results, which can be programmatically queried from SAP to Genesys.

Platform

- Operating system support
The Adapter supports Microsoft Windows Server 2000 and 2003.
- Database support
The Adapter supports MS SQL Server 2000, 2005; and, Oracle 9.2, 10g.

Usability

- Multi-instance support
Multiple- instances of the Adapter can operate on the same or different computer.
- Run as Windows Service
The Adapter can now be operated as a MS Windows Service.

High Availability

- Genesys Configuration Server Primary (Backup) support
The Adapter supports Primary (Backup) mode of Configuration Server for access to the configuration data.

Security

- Transport layer security

The Adapter supports a secure connection with Genesys Configuration Server, and DB Server.

Intended Audience

This document is intended primarily for system administrators or other individuals who install, configure, and maintain the Adapter. The guide assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

You should also be familiar with:

- Genesys Framework architecture and functions

Chapter Summaries

In addition to this preface, this Deployment Guide contains the following chapters:

- Chapter 1, “About the Adapter,” on [page 15](#), introduces the concepts, terminology, key features, and architecture for the Adapter.
- Chapter 2, “System Requirements,” on [page 19](#), describes the minimum hardware and software requirements for installing and using the Adapter.
- Chapter 3, “Migration,” on [page 23](#), describes the requirements and process for migrating from the 6.5 *Gplus* Outbound Adapter for SAP to *Gplus* Adapter Campaign Synchronization for SAP 7.5.
- Chapter 4, “Configuring Campaign Synchronization Server,” on [page 27](#), describes configuration tasks for the Adapter’s Campaign Synchronization Server (CSS) component.
- Chapter 5, “Installing Campaign Synchronization Server,” on [page 41](#), describes installation tasks for the Adapter’s Campaign Synchronization Server (CSS) component.
- Chapter 6, “Configuring the Autodialing Gateway Server for SAP,” on [page 45](#), describes configuration tasks for the Adapter’s Autodialing Gateway Server for SAP (AGS) component.
- Chapter 7, “Installing Autodialing Gateway Server for SAP,” on [page 61](#), describes installation tasks for the Adapter’s Autodialing Gateway Server for SAP (AGS) component.

- Chapter 8, “Starting the Adapter Components,” on [page 65](#), describes how to start the Adapter’s CSS and AGS components.
- Chapter 9, “Use-Case Scenarios,” on [page 71](#), provides several use-case scenarios about using the Adapter.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

75gp_dep_sap-campsynch_03-2007_v7.5.001.00

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, for documents’ titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

- Examples:**
- Please consult the *Genesys 7 Migration Guide* for more information.
 - *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
 - Do *not* use this value for this option.
 - The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like teletype or typewriter text, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes,

commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

- Examples:**
- Select the Show variables on screen check box.
 - Click the Summation button.
 - In the Properties dialog box, enter the value for the host server in your environment.
 - In the Operand text box, enter your formula.
 - Click OK to exit the Properties dialog box.
 - The following table presents the complete set of error messages T-Server distributes in EventError events.
 - If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

- Example:**
- Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

The following Genesys and SAP resources are required to install and configure the Adapter.

Genesys Resources

Consult the following additional Genesys resources as necessary:

- Genesys Guides including:
 - *Genesys 7.5 Security Deployment Guide*
 - *Framework 7.5 Deployment Guide*
 - *Outbound Contact 7.5 Deployment Guide*
 - *Outbound Contact 7.5 Reference Manual*
- The *Genesys Technical Publications Glossary*, which is included on the Genesys Documentation Library CD. This document provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.
- The *Genesys 7 Migration Guide*, also on the Genesys Documentation Library CD, which provides a documented migration strategy from Genesys product releases 5.1 and later to all Genesys 7.x releases. Contact Genesys Technical Support for additional information.
- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Systems and Databases*
- *Genesys Supported Media Interfaces*

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library CD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

SAP Resources

To access related SAPphone specification documents contact your SAP administrator.

Making Comments on This Document

If you especially like or dislike anything about this document, please feel free to e-mail your comments to Techpubs.webadmin@genesyslab.com.

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.



Chapter

1

About the Adapter

The *Gplus* Adapter 7.5 Campaign Synchronization for SAP is the replacement product for the 6.5 *Gplus* Outbound Adapter for SAP. It is intended for customers running SAP CRM 3.0 (or later), and specifically for SAP systems that support outbound campaign functionality, including:

- Interaction Center Call List Management Application (for supervisors)
- Interaction Center WinClient
- Interaction Center WebClient

This chapter provides an overview of the Adapter, its features, and its architecture. This chapter contains the following sections:

- [Feature Overview, page 15](#)
- [Architectural Overview, page 17](#)

Feature Overview

The Adapter interfaces with the Genesys Outbound Contact Solution (OCS) and SAP CRM. It consists of two components:

- Autodialing Gateway Server for SAP (AGS)
- Campaign Synchronization Server (CSS)

The Adapter complements the SAP product line by enabling:

- Automatic dialing capability
- Inbound and outbound interactions for customer agents
- Statistical campaign capability such as Progressive and Predictive, which are popular among large enterprises such as typical SAP customers.
- External organizations and administrators connectivity.

Key Features

The Adapter enables the following key features:

- Integration between Genesys and SAP to enable campaign synchronization functionality. Specifically, the Adapter can be configured to:
 - Enable Calling List creation and updating so that the SAP system can submit or modify outbound campaigns in OCS.
 - Enable Call List updating during an inbound call (where the request for the update is initiated by the Agent that received the inbound call).
 - Provide offline and online campaign record deletion, so that the SAP system can delete campaign records in OCS.
 - Provide querying of campaign results so that the SAP System can query the results and statistics of campaigns in OCS.
- Adapter components (CSS and AGS) configuration using the Genesys Configuration Layer, to enable easy configuration for system administrators.
- Adapter components (CSS and AGS) administration from the Genesys Management Layer, to enable remote starting, stopping, status viewing, and centralized logging.

External Organizations and Administrators

The Adapter supports a one-to-many relationship between Genesys and external systems. For example, one instance of Genesys can be configured to work with either:

- Many SAP Systems
- One SAP System that has many clients.

This functionality is configured in the CSS and AGS components. For more information about how to configure the CSS component, see the:

- “Tenants Section” on [page 36](#)
- “CallingListFolders Section” on [page 32](#)
- “DatabaseAccessPoints Section” on [page 34](#)
- “TableAccessFolders Section” on [page 35](#) and see AGS options

For more information about how to configure the AGS component, see the CampSync Section:

- Organization option on [page 54](#)
- Admin option on [page 54](#)

Architectural Overview

Genesys and SAP are integrated through the following Adapter components:

- Campaign Synchronization Server (CSS)
- Autodialing Gateway Server for SAP (AGS), as shown in [Figure 1](#)

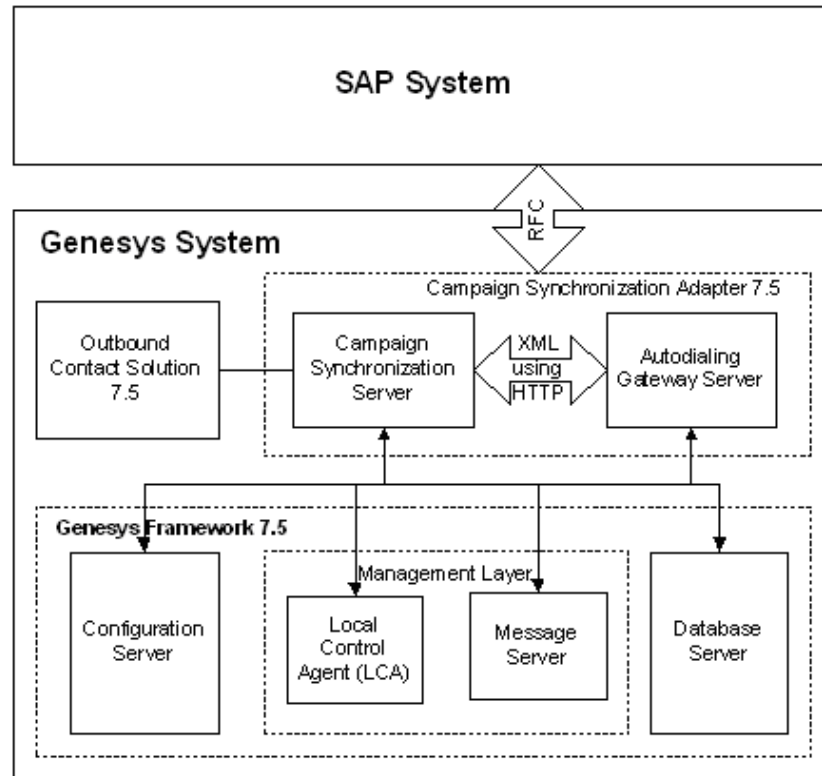


Figure 1: Architectural Overview

The Adapter components provide the following functionality:

- Autodialing Gateway Server for SAP implements the automated dialing behavior of SAPphone RFC interface (across SPS_PDIL STTRANSFER, SPS_STATCAMPAING, and SPS_DELETE_PDCALL SAP RFC functions).
- Campaign Synchronization Server provides campaign synchronization functionality for OCS.

The Adapter interacts with Genesys Configuration Layer, Management Layer, and Genesys Database Server using Genesys libraries and APIs.

The Adapter components maintain the following connections:

- AGS and CSS maintain a connection to the Configuration Layer and the Management Layer.
- AGS maintain a connection to CSS (to enable transfer of SAP requests).

- AGS maintain a connection to the SAP server (to enable processing of automated dialing RFC requests).
- CSS connects to Genesys Outbound Contact Server and T-Server.
- AGS and CSS maintain a connection to DB Server (after the first request from the SAP System).



Chapter

2 System Requirements

This chapter outlines the minimum software and hardware requirements for the *Gplus* Adapter Campaign Synchronization for SAP. It contains the following sections:

- [Compatibility Overview, page 19](#)
- [Software Requirements, page 20](#)
- [Hardware Requirements, page 21](#)

Compatibility Overview

The Adapter requires the following:

- Operating system
- Genesys Framework
- Relationship Database Management System (RDBMS)
- SAP System that supports the Remote Function Calls (RFC) protocol and SAPphone interface.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Systems and Databases*
- *Genesys Supported Media Interfaces*

Software Requirements

You will need the following software to support the Adapter:

- Genesys Framework 7.5
- SAP CRM Application Server and SAP GUI client
- An operating system, see the *Genesys 7 Supported Operating Systems and Databases Reference Manual* for details.

Genesys Applications

The following Genesys software is required:

- Genesys Framework 7.5, including:
 - Configuration Layer (Configuration Server, Configuration Manager, and so on)
 - Management Layer (LCA, Message Server, Solution Control Server/Interface, and so on)
 - Genesys Outbound Contact Solution

Note: For best performance, install the Genesys applications on different machines. For installation information, refer to the documentation for the specific application.

SAP Applications

You will need to complete the setup described in the following SAP documentation to deploy and use the Adapter:

- SAP Note 413708.
- SAP Note 1023194
- SAPphone Documentation

SAP Note 413708

Autodialing Gateway Server for SAP uses `librfc32.dll` (part of the SAP RFC library). Refer to SAP Note 413708 for details on how to deploy the SAP RFC SDK.

Note: This configuration should be performed by a SAP Administrator.

SAP Note 1023194

If you are using SAP CRM 4.0 there is a code adjustment required to the SAP System. Refer to SAP Note 1023194 for details.

Note: This configuration should be performed by a SAP Administrator.

SAPphone Documentation

The Adapter communicates with the SAP system by means of the SAPphone interface. See the SAPphone documentation for SAPphone requirements. This version of the Adapter implements SAPphone Interface version 5.11.

Relational Database Management System (RDBMS)

You will need a Relational Database Management System to deploy and use the Adapter. See, the *Genesys 7 Supported Operating Systems and Databases Reference Manual* for details.

Hardware Requirements

You need the following hardware to support the Adapter (CSS and AGS):

- Pentium III 700 Mhz CPU or faster
- 256 MB of RAM
- 64 MB of disk space
- 800 × 600 256-color monitor or higher
- Network adapter and network connection

These are minimum hardware requirements. For large call centers and/or large call volumes, more hardware resources (especially RAM and CPU) will be required.



Chapter

3 Migration

This chapter provides a summary of the steps to migrate from the 6.5 *Gplus* Outbound Adapter for SAP to the *Gplus* Adapter Campaign Synchronization for SAP 7.5. It contains the following sections:

- [Overview of Migration Steps, page 23](#)
- [Deactivating SAP Campaigns, page 24](#)
- [Deleting Calling List and Table Access Objects from Genesys Configuration DB, page 24](#)
- [Uninstalling the 6.5 Gplus Outbound Adapter for SAP, page 24](#)
- [Upgrading to Genesys Framework 7.5, page 25](#)
- [Upgrading to Genesys Outbound Contact 7.5, page 25](#)
- [Importing the 7.5 Adapter Component Templates, page 25](#)
- [Creating the 7.5 Adapter Component Applications, page 25](#)
- [Configuring the 7.5 Adapter Components, page 26](#)
- [Installing the 7.5 Adapter Components, page 26](#)
- [Starting the Adapter Components, page 26](#)
- [Activating the SAP Calling Lists, page 26](#)

Overview of Migration Steps

Migration from the 6.5 Adapter to the 7.5 Adapter requires the following steps:

1. Deactivating SAP Campaigns
2. Deleting Calling List and Table Access Objects from Genesys Configuration DB
3. Uninstalling the 6.5 *Gplus* Outbound Adapter for SAP
4. Upgrading to Genesys Framework 7.5
5. Upgrading to Genesys Outbound Contact 7.5
6. Importing the 7.5 Adapter Component Templates

7. Creating the 7.5 Adapter Component Applications
8. Configuring the 7.5 Adapter Components
9. Installing the 7.5 Adapter Components
10. Starting the Adapter Components
11. Activating the SAP Calling Lists

Deactivating SAP Campaigns

See Chapter 9, “Use-Case Scenarios,” on [page 71](#) for details.

Deleting Calling List and Table Access Objects from Genesys Configuration DB

Using Genesys Configuration Manager, delete all Calling List and Table Access objects that were created by the 6.5 Adapter.

Uninstalling the 6.5 *Gplus* Outbound Adapter for SAP

You can uninstall the 6.5 Adapter using the Microsoft Windows Add/Remove Programs feature.

To completely uninstall the 6.5 Adapter:

1. From the Windows main taskbar, select Start > Settings > Control Panel > Add/Remove Programs.
2. Select Genesys Outbound Adapter for SAP as the component to remove.
3. Follow the instructions on screen, and confirm that you want to remove the Adapter components.
Add/Remove Programs removes the Adapter components.
4. After you see the message that says that the uninstall has been completed, follow the instructions on screen to conclude the uninstall process.

Note: If the Adapter’s application folder contains files that were installed after the original install process, these files will not be deleted by the uninstall process. You must remove these files manually.

Upgrading to Genesys Framework 7.5

See the *Genesys 7 Migration Guide* for details.

Upgrading to Genesys Outbound Contact 7.5

See the *Genesys 7 Migration Guide* for details.

Importing the 7.5 Adapter Component Templates

Both the Adapter component, Campaign Synchronization Server (CSS), and the Autodialing Gateway Server for SAP (AGS) templates must be imported.

Importing the CSS Template

See “Importing the Application Template” on [page 27](#) for details

Importing the AGS Template

See “Importing the Application Template” on [page 45](#) for details.

Creating the 7.5 Adapter Component Applications

Both the Adapter component, Campaign Synchronization Server (CSS), and the Autodialing Gateway Server for SAP (AGS) application objects must be created.

Creating the CSS Application

See “Creating and Configuring the Application” on [page 28](#) for details.

Creating the AGS Application

See “Creating the Application Object” on [page 46](#) for details.

Configuring the 7.5 Adapter Components

Both the Adapter component, Campaign Synchronization Server (CSS), and the Autodialing Gateway Server (AGS) objects must be configured.

Configuring the CSS Object

See “Preliminary Procedures” on [page 27](#) for details.

Configuring the AGS Object

See “Configuring the Autodialing Gateway Server for SAP” on [page 45](#) for details.

Installing the 7.5 Adapter Components

Both the Adapter component, Campaign Synchronization Server (CSS) and the Auto-dialing Gateway Server (AGS), objects must be installed.

Installing the CSS Object

See “Installing Campaign Synchronization Server” on [page 41](#) for details.

Installing AGS Object

See “Installing Autodialing Gateway Server for SAP” on [page 61](#) for details.

Starting the Adapter Components

See Chapter 8, “Starting the Adapter Components,” on [page 65](#) for details.

Activating the SAP Calling Lists

See Chapter 9, “Use-Case Scenarios,” on [page 71](#) for details.



Chapter

4

Configuring Campaign Synchronization Server

This chapter describes how to configure the Campaign Synchronization Server (CSS). It includes the following sections:

- [Preliminary Procedures, page 27](#)
- [Importing the Application Template, page 27](#)
- [Creating and Configuring the Application, page 28](#)
- [Configuring Security Settings, page 36](#)
- [Creating the List Import Format, page 37](#)

Preliminary Procedures

Before you configure CSS, you must configure the Genesys Framework applications. The required Genesys Framework applications are:

- Configuration Database
- Configuration Server
- Configuration Manager

Note: As a Configuration Manager user, you should have sufficient privileges to make changes to Configuration Layer objects.

Importing the Application Template

Before you install CSS, you must import the Application Template into Genesys Configuration Manager, and also create and configure an Application object based on this template.

To import the CSS Application Template:

1. Open Configuration Manager, log in, and then select Environment > Application Templates.
2. Right-click Application Templates.
3. From the shortcut menu that appears, select Import Application Template.
4. In the Open dialog box, navigate to the file for the CSS Application Template. Its location on your hard drive or installation CD may vary. The file name is: Campaign_Synchronization_Server_750.apd.
5. Select this file and click Open. The Properties dialog box for the Application Template object appears.
6. (Optional) Edit the Application Template name.
7. In the Properties dialog box, click OK.

The Application Template object has been imported to Genesys Configuration Layer. Next, you will create the Configuration Layer Application object for the Campaign Synchronization Server.

Creating and Configuring the Application

After you have imported the template as described in the previous section, create and configure the new Primary and Warm Standby (optional) Application object(s). This involves the following tasks:

1. Creating the Application object
2. Configuring the General tab
3. Configuring the Tenants tab (in a multi-tenant environment)
4. Configuring the Server Info tab
5. Configuring the Start Info tab
6. Configuring the Connections tab
7. Configuring the Options tab
8. Completing the initial setup of the Application object
9. Configuring the Security tab
10. Creating the List Import Format object

Creating the Application Object

To create the properties for the new Application object, use Configuration Manager's Properties dialog box.

1. In Configuration Manager, select Environment > Applications.

2. Right-click either the Appl i cati ons folder or the subfolder where you want to create your application.
3. From the popup menu that appears, select New > Appl i cati on.
4. In the Open dialog box, locate the template you just imported, and then double-click it.
5. Click OK.

Configuration Manager opens the Properties dialog box for the new Application object as shown in [Figure 2](#).

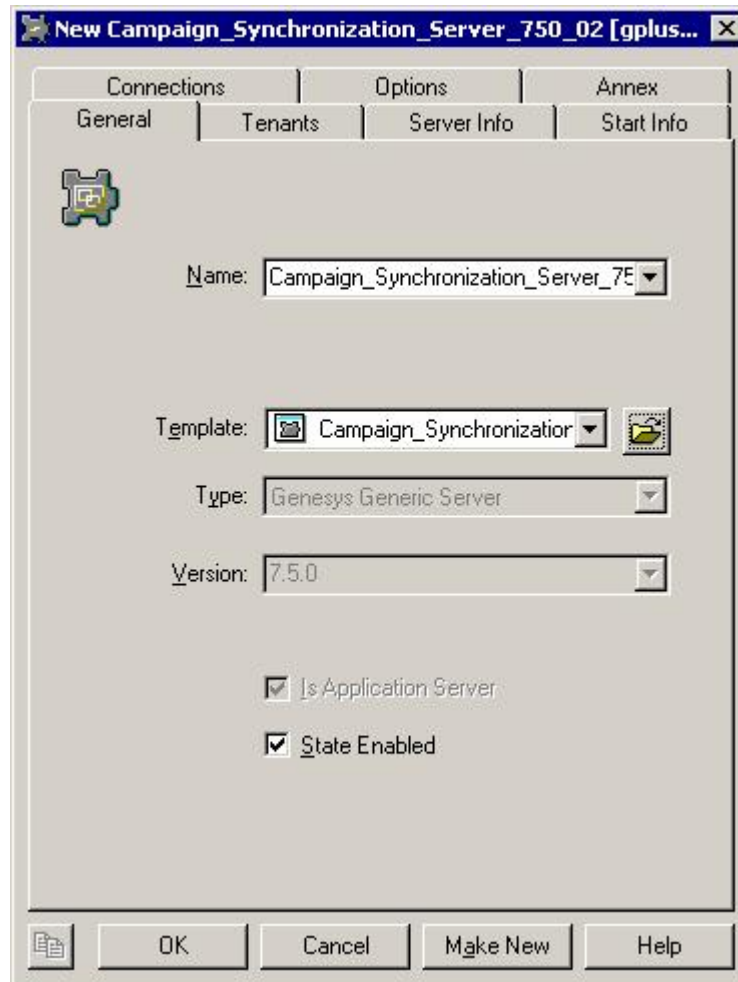


Figure 2: View of General Tab in Multi-Tenant Environment

Configuring the General Tab

To configure general information about the application, use the General tab of the Properties dialog box.

1. Click the General tab of the Properties dialog box.
2. (Optional) In the Name box, enter a name for the Appl i cati on object.

Note: Next, if you are working in a multi-tenant environment, go to the Tenants tab; otherwise, go to the Server Info tab.

Configuring the Tenants Tab

If you are installing the Adapter in a multi-tenant environment, the Tenants tab is available in Configuration Manager. CSS works only with Tenants that are selected here.

Configuring the Server Info Tab

To configure the server information for the application, use the Server Info tab of the Properties dialog box.

1. Click the Server Info tab.
2. Select the Host that this instance of CSS is to run on.
3. Set the Communication Port field to any unused port (on this host).

Note: This option determines the HTTP port number used by CSS to receive HTTP packets from AGS. You will use the value that you enter for this option when you configure AGS.

Configuring the Start Info Tab

To configure the startup information for the application, use the Start Info tab of the Properties dialog box.

1. Click the Start Info tab.
2. In the Working Directory field, enter the full name of the Component installation directory on the host you specified on the Server Info tab. The value you enter in this field will be used as the default destination folder during installation.
3. In the Command Line field, enter a period (.) to enable Setup to populate this field during installation.
4. In the Command Line Arguments field, enter a period (.) to enable Setup to populate this field during installation.

Note: The values you enter in the Command Line and Command Line Arguments fields will be overwritten during installation; however, data must be present in these fields during the configuration process.

5. Leave the default values for the remaining fields.

Configuring the Connections Tab

On the **Connections** tab, add the applications to which this application connects.

1. Click the **Connections** tab.
2. Click **Add** to add a connection to the following Genesys servers:
 - **Database Access Point**—This option is used to provide access to the **Calling List** tables in the **Outbound Contact** database.
 - **(Optional) Outbound Contact Server**—This option is required if you plan to use the **Cancel Record** option.
 - **(Optional) T-Server**—This option is required if you plan to use the **Cancel Record** option. It is used by the **Outbound Contact Server** to communicate through the communication DN.
 - **(Optional) Message Server**—This option is required if you plan to use the **Management Layer** for alarm-signaling and centralized-logging capabilities.
 - **(Optional) Configuration Server**—This option is required if you plan to configure a connection to this server.
3. **(Optional)** Adjust the **Advanced Disconnect Detection Protocol (ADDP)** between **CSS** and **Genesys** servers components.

Configuring the Options Tab

This section describes the configuration options for **CSS**. You must configure all of the following sections before starting the **Adapter**:

- **CallingListFolders**
- **CustomStatistics**
- **DatabaseAccessPoints**
- **Genesys**
- **Log**
- **TableAccessFolders**
- **Tenants**

To set various configuration options for the application, use the **Options** tab of the **Properties** dialog box. You will configure options in these sections starting with the **CallingListFolders** section. Double-click a section to access its options.

Table 1 lists and describes the configuration options on the **Options** tab. These options are grouped according to the section of the tab in which they appear. A *Yes* in the “**Must Restart?**” column indicates that you must restart the **Adapter** after changing the option. A *Yes* in the “**Must Set?**” column indicates an option that you *must* configure in order for the **Adapter** to function properly. You can

accept the default values for all other configuration options or adjust them later, according to your needs.

Note: All option names and values are case-sensitive, so be sure to enter them exactly as shown in [Table 1](#).

Table 1: Gplus Adapter Configuration Options

| Option Name | Values | Description | Must Restart? | Must Set? |
|--|---|--|---------------|---|
| CallingListFolders Section Options in this section define the mapping of SAP subsystems to Genesys Calling Lists folders. To map a SAP subsystem to a Genesys Calling Lists folder, create a new option within this section, where the option name is the external <AdminLoginName> which corresponds to SAP subsystem and the option value is the name of the existing Calling Lists folders in Genesys CLE. (see “External Organizations and Administrators” on page 16). Note: Prior to importing information from SAP, you must use Genesys Configuration Manager to create the Configuration Manager folders referenced in this section. | | | | |
| <AdminLoginName> | Default Value: None Valid Values: <CallingLists Folder> Where, <CallingLists Folder> is the name of an existing Calling Lists folder in Genesys CLE. | Each option in this section controls the mapping of an AdminLoginName used in the AGS XML- messages to a Configuration Manager folder, where the CSS will create corresponding configuration objects (Calling List objects) when importing from SAP. | No | Yes Note: One option is required. |
| CustomStatistics Section This section must contain options for each Outbound Contact Format field that you plan to send as a statistic to SAP server by requests. Note: The default options are required for SAP backward synchronization, and they <i>must not</i> be modified. You can add any other field from the Genesys Format Configuration Layer Environment (CLE) object used in CSS. | | | | |
| agent_id | Default Value: 1 Valid Values: <any valid integer or string> | This option corresponds to the agent_id that is a Format Field object in the Genesys CLE. For more information, see the <i>Outbound Contact 7.5 Deployment Guide</i> . | N/A | No, this option must not be modified. |

Table 1: Gplus Adapter Configuration Options (Continued)

| Option Name | Values | Description | Must Restart? | Must Set? |
|---------------|--|---|---------------|---------------------------------------|
| campaign_id | Default Value: 1 Valid Values: <any valid integer or string> | This option corresponds to the campaign_id that is a Format Field object in the Genesys CLE. For more information, see the <i>Outbound Contact 7.5 Deployment Guide</i> . | N/A | No, this option must not be modified. |
| contact_info | Default Value: 1 Valid Values: <any valid integer or string> | This option corresponds to the contact_info that is a Format Field object in the Genesys CLE. For more information, see the <i>Outbound Contact 7.5 Deployment Guide</i> . | N/A | No, this option must not be modified. |
| record_status | Default Value: 1 Valid Values: <any valid integer or string> | This option corresponds to the record_status that is a Format Field object in the Genesys CLE. For more information, see the <i>Outbound Contact 7.5 Deployment Guide</i> . | N/A | No, this option must not be modified. |

Table 1: Gplus Adapter Configuration Options (Continued)

| Option Name | Values | Description | Must Restart? | Must Set? |
|--|---|--|---------------|--|
| DatabaseAccessPoints Section Options in this section define the mapping of SAP subsystems to Genesys Database Access Points. To map a SAP subsystem to a Genesys Database Access Points, create a new option within this section, where the option name is the external <AdminLoginName> which corresponds to SAP subsystem and the option value is the name of the existing Database Access Point in Genesys CLE. For more information, see “External Organizations and Administrators” on page 16 . Note: Prior to importing information from SAP, you must use Genesys Configuration Manager to create the Configuration Manager Database Access Points referenced in this section. | | | | |
| <AdminLoginName> | Default Value: None Valid Values: <DatabaseAccessPoint> Where, <DatabaseAccessPoint> is the name of the existing Database Access Point from Genesys CLE. | The options in this section control mapping of the <AdminLoginName> used in the AGS XML- messages to a Configuration Manager Database Access Point. The Database Access Point defines the OCS database where the CSS will create corresponding Calling List tables when importing data from SAP. | No | Note: One option is required. |
| Genesys Section This section contains miscellaneous options. | | | | |
| communicationDN | Default Value: None Valid Values: <communicationDN> Where, <communicationDN> is the name of the existing Communication DN object from Genesys Configuration Layer Environment (CLE) object. | This option determines the name of the communication DN that the CancelRecord functionality will use for interactions with the Outbound Contact Server. Note: This option must be defined, if the sendCancelRecord option is set to true. | Yes | Yes, if you want to use the Cancel-Record functionality, and no otherwise (Y/N). |
| CancelRecordTimeout | Default Value: 5000ms Valid Values: <a valid positive integer> | This option sets the time interval that CSS will wait for a Cancel Record response from Outbound Contact Server (OCS). | Yes | Y/N |

Table 1: Gplus Adapter Configuration Options (Continued)

| Option Name | Values | Description | Must Restart? | Must Set? |
|--|--|--|---------------|---|
| format | Default Value: Gpl usCampSynch Valid Values: <FormatName> Where, <FormatName> is the name of the existing Format object from Genesys CLE | This option determines the name of a list import Format object in the Genesys CLE. The Format object is used by the CSS to create Genesys calling list tables. | Yes | Yes |
| sendCancel Record | Default Value: false Valid Values: true, false | This option manages the availability of the Cancel Record functionality. If the option is true, the CancelRecord functionality is enabled. If the option is false, the CancelRecord functionality is disabled. | Yes | Y/N |
| Log Section This section supports the unified set of log options (common log options) to enable precise configuration of the log file output. For a complete list of unified log options and their descriptions, see the “Common Log Options” chapter of the <i>Framework 7 Configuration Options Reference Manual</i> . If you do not specify any log options, the default values apply. | | | | |
| TableAccessFolders Section Options in this section define the mapping of SAP subsystems to Genesys Table Access folders. To map a SAP subsystem to a Genesys Table Access folder, create a new option within this section, where the option name is the external <AdminLoginName> which corresponds to SAP subsystem and the option value is the name of the existing Table Access folders in Genesys CLE. Note: Prior to importing information from SAP, you must use Genesys Configuration Manager to create the Configuration Manager folders referenced in this section. | | | | |
| <AdminLoginName> | Default Value: None Valid Values: <TableAccessFolderName> Where, <TableAccessFolderName> is the name of the existing Genesys Table Access folder name. | Each option in this section controls the mapping of an AdminLoginName used in the AGS XML- messages to a Configuration Manager folder, where the CSS will create corresponding configuration objects (Table Access objects) when importing from SAP. | No | Yes Note: One option is required. |

Table 1: Gplus Adapter Configuration Options (Continued)

| Option Name | Values | Description | Must Restart? | Must Set? |
|--|--|--|---------------|---|
| Tenants Section Options in this section define the mapping of SAP Organizations to Genesys Tenants. To map a SAP Organization to a Genesys Tenant, create a new option within this section, where the option name is the name of the Genesys Tenant and the option value is the name of the SAP Organization defined in AGS. | | | | |
| <TenantName> from Genesys CLE. | Default Value: None Valid Values: The SAP Organization name defined in the corresponding AGS. | This option maps SAP Organizations to Genesys Tenants. | No | Yes Note: One option is required. |

Completing the Initial Application Setup

Once the values in the previous subsections have been entered, click **OK** to complete the application setup.

Configuring Security Settings

Security settings must be configured for the Campaign Synchronization Server so that CSS can make changes to Genesys Configuration Layer objects. Follow the procedures outlined in the following sections to configure the security settings for the Application object you created in “Creating and Configuring the Application” on [page 28](#).

Creating a New Person

In Configuration Manager:

1. If you are working in a multi-tenant environment, right-click the Persons folder under Environment. If you are working in a single-tenant environment, right-click the Persons folder under Resources.
2. Select New > Person. The new Person window appears.
3. Select the General tab
 - Employee ID: CSS_Admin_user
 - User Name: CSS_Admin_user
 - Is Agent: Clear
4. Click OK.

Adding a Person to the Super Administrators Access Group

In Configuration Manager, to display the existing Access Groups:

1. Click the **Access Groups** folder under **Environment** if you are working in a multi-tenant environment or under **Resources** if you are working in a single-tenant environment.
2. Double-click **Super Administrators Access Group** to display its properties.
3. Click the **Add** button to add the Person you just created to the Users list.
4. Click **OK**.

Associating a Person's Account with the Application

In Configuration Manager, under **Environment**:

1. Click the **Applications** folder to display existing Applications.
2. Double-click the Application object you just created to display its properties.
3. Select the **Security** tab, in the **Log On As** section, and select **This Account**. The **Add User** window appears.
4. Select the Person you just created and click **Add**.
5. Click **OK** to close the **Add User** window.
6. Click **OK** to save the Application object.

Creating the List Import Format

In this step of the configuration process, you create a list import Format object. The list import Format object determines the structure of the calling list tables that CSS will create when importing SAP campaigns. Creating the list import Format object involves three processes:

- Creating Field Objects
- Creating the Format Object
- Copying the Format Object

The first step of the process is to create several Field objects that are mandatory for each list import Format.

Before you create the Field objects, however, make sure that the **Annex** tab will be displayed in the Configuration object Properties window:

1. In Configuration Manager, select **Options** from the **View** menu.
2. Select **Show Annex tab** in object properties.
3. Click **OK** to close the window.

Creating Field Objects

To create a new Field object, in Configuration Manager:

1. Right-click the **Fields** folder. If you are working in a multi-tenant environment, this is located under **Environment**; if you are working in a single-tenant environment, this is located under **Resources**.

The **New Field Properties** window appears.

2. Select **New > Field**. The new Field window appears.
3. On the **General** tab, for the Field you are creating, enter the **Name** field value from [Table 2](#).

For example, to complete the first instance, enter `crm_camp_con_id`.

4. On the **Annex** tab, create a new section called `default`.
5. In the `default` section, create an option with the option name `send_attribute` and the option value from [Table 3](#), which corresponds to the Field object you are creating.
6. Click **OK**.

[Table 2](#) contains properties you need to enter on the **General** tab for each Field object.

Table 2: Field Object Properties

| Field Name | Data Type | Description | Length | Field Type | Primary Key | Nullable |
|-----------------|-----------|-----------------|--------|--------------------|-------------|----------|
| crm_camp_con_id | varchar | SAP_PDCALL GUID | 32 | User-Defined Field | Selected | Cleared |

[Table 3](#) shows an example value for the `send_attribute` option, which you can use when creating Field objects.

Table 3: Values for the send_attribute Option

| Field Name | send_attribute Option Value |
|-----------------|-----------------------------|
| crm_camp_con_id | SAP_CALL_ID |

With this configuration all Outbound calls would have the following key:value pair:

SAP_CALL_ID:<value of corresponding crm_camp_con_id field>

Creating the Format Object

Now you are ready to create the Format object. Follow these steps, in Configuration Manager:

1. Right-click the `Formats` folder under `Environment` if you are working in a multi-tenant environment or under `Resources` if you are working in a single-tenant environment.
2. Select `New > Copy of existing Format`.
3. In the Browse window, select the default format for Outbound Contact: `Default_Outbound_70`.
4. Click OK. The Properties dialog box for the Format copy that you are about to create appears.
5. Enter the following values on the General tab:
 - Name: `GplusCampSynch` (this name should be the same as defined in the format option on [Page 35](#))
 - Description: Default list import format for the *Gplus* Adapter 7.5 for SAP Campaign Synchronization Component.
6. Click OK.
7. In Configuration Manager, in the object tree view, right-click the Format object you just created.
8. Select `New > Shortcut to Field`. The Browse window appears.
9. Select the Field objects you just created.
10. Click OK.

Note: You can add other User-Defined Fields (as required for your business).

Copying the Format Object

If you work in a multi-tenant environment, create a copy of the list import Format object under each Tenant that you will use.

To make a copy of the Format object:

1. In Configuration Manager, under a tenant that is mapped to a SAP Organization or Division, right-click the `Formats` folder.
2. Select `New > Copy of existing Format`. The Browse window appears.
3. Select the Format object you just created.
4. Click OK. The Properties dialog box appears for the Format copy that you are about to create.
5. Click OK to copy the Format.



Chapter

5

Installing Campaign Synchronization Server

This chapter describes how to install and uninstall the Campaign Synchronization Server (CSS). It includes the following sections:

- [Installing the CSS, page 41](#)
- [Uninstalling the CSS, page 43](#)

Installing the CSS

Install the Adapter on the target computer by using an InstallShield program that takes you step-by-step through the installation process.

Running the Setup

To install the Adapter on the target machine:

1. Insert the *Gplus* Adapter 7.5 Campaign Synchronization for SAP installation CD into your CD-ROM drive.

The autorun feature is activated. After a few moments, an autorun Welcome window opens, as shown in [Figure 3](#). If the window does not open, see [“Starting the Installation Manually”](#).

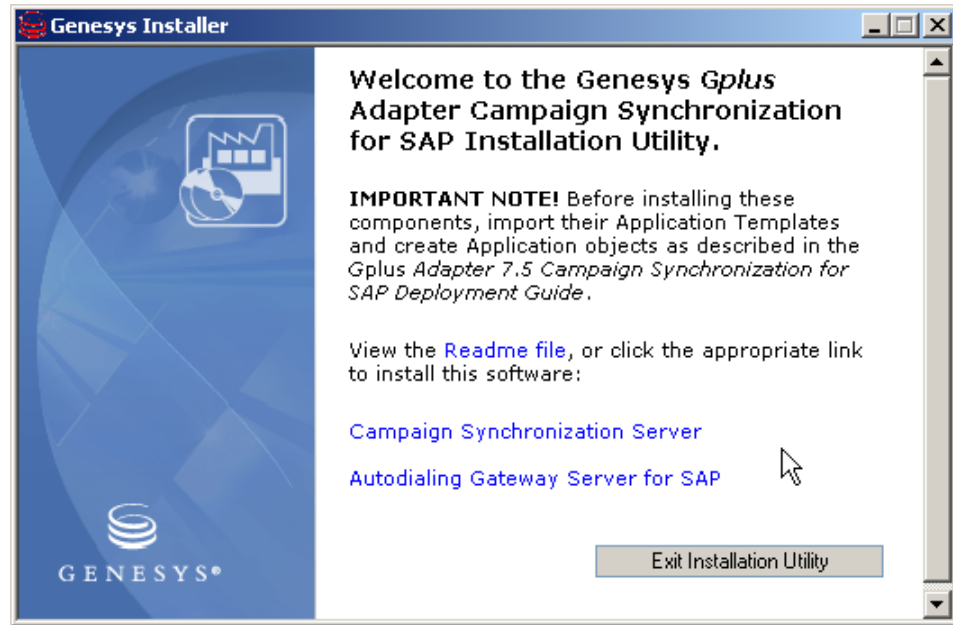


Figure 3: Autorun Welcome Window

2. To view the product's Readme file, click the [Readme file link](#).
3. To exit the installation utility, click [Exit Installation Utility](#).
4. To install the CSS, click [Campaign Synchronization Server](#).
5. Proceed to [“Installing the Adapter”](#)

Starting the Installation Manually

If your CD-ROM drive is not configured to employ autorun for CDs, after inserting the *Gplus Adapter 7.5 Campaign Synchronization for SAP* installation CD into your CD-ROM drive, install CSS on the target machine using the Setup program:

1. Locate the setup.exe file in the CD path
 \gplus_components\campaign_synchronization_server\windows\ or
 find the setup file in your installation package.
2. Double-click setup.exe to run the InstallShield Wizard.
3. Proceed to [“Installing the Adapter”](#)

Installing the Adapter

After you have chosen to install the Adapter, InstallShield takes you through the installation process step-by-step.

1. After InstallShield prepares the Genesys Installation Wizard, the Welcome window appears.

2. Read the text, and click Next to proceed.
3. The Connection Parameters to the Genesys Configuration Server dialog box appears. Enter the required information, and click Next to continue.
4. The Select Application dialog box appears. It contains a list of Application objects from the Configuration Server database which have a template of type Genesys Generic Server and Server Info corresponding to the host on which the installation is running. Select the application you just created, and click Next to continue.
5. The Choose Destination Location dialog box appears. Keep or change the default destination and click Next to continue.
6. The Ready to Install dialog box opens. Click Install to begin copying files.
7. Wait for Setup to finish copying files.
8. When the Installation Complete window appears, click Finish to complete the installation.

By default, CSS is installed as a Genesys service (Windows Services) with an Automatic startup type.

Note: If you plan to run CSS as a Windows NT Service, you should become familiar with the common recommendations about deploying Genesys components as Windows NT Services. These recommendations are available in the *Genesys Framework 7.5 Deployment Guide*.

Installation Results

After the Setup has successfully completed, you will see:

- A Genesys Campaign Synchronization Server entry has been added to the Windows Services list.
- The Adapter Application object Start Info tab parameters are populated.

Uninstalling the CSS

Uninstall CSS using the Microsoft Windows Add/Remove Programs feature.

Note: Stop the Adapter before it is uninstalled.

Note: The uninstall procedure varies, depending on the version of the Windows operating system that you are running. Keep this in mind as you complete the following procedure.

To completely uninstall CSS:

1. From the Windows main taskbar, select Start > Settings > Control Panel > Add/Remove Programs.
2. Select Genesys Campaign Synchronization Server 7.5.xxx.xx (where xxx.xx is the exact version that you have installed) as the component to remove.
3. Follow the instructions on screen, and confirm that you want to remove CSS.
4. After you see the message that says that the uninstall has been completed, follow the instructions on screen to conclude the uninstall process.

Note: If the CSS folder contains files that were not initially installed, these files will not be deleted by the uninstall process. You must remove these files manually.



Chapter

6

Configuring the Autodialing Gateway Server for SAP

This chapter describes how to configure the Autodialing Gateway Server (AGS) for SAP. It includes the following sections:

- [Preliminary Procedures, page 45](#)
- [Importing the Application Template, page 45](#)
- [Creating and Configuring the Application, page 46](#)
- [Configuring and Creating the AGS Internal Table, page 55](#)
- [Configuring the SAPphone Server in SAP, page 56](#)

Preliminary Procedures

Before you configure AGS, you must configure the Genesys Framework applications. The required Genesys Framework applications are:

- Configuration Database
- Configuration Server
- Configuration Manager

Note: As a Configuration Manager user, you should have sufficient privileges to make changes to Configuration Layer objects.

Importing the Application Template

Before you install AGS, you must import the Application Template into Genesys Configuration Manager, and also create and configure an Application object based on this template.

To import the AGS Application Template:

1. Open Configuration Manager, log in, then select Environment > Application Templates.
2. Right-click Application Templates.
3. From the shortcut menu that appears, select Import Application Template.
4. In the Open dialog box, navigate to the file for the AGS Application Template. Its location on your hard drive or installation CD may vary. The file name is Autodialing_Gateway_Server_750.apd.
5. Select this file and click Open. The Properties dialog box for the Application Template object appears.
6. (Optional) Edit the Application Template name.
7. In the Properties dialog box, click OK.

The Application Template object has been imported to Genesys Configuration Layer. Next, you will create the Configuration Layer Application object for the Autodialing Gateway Server for SAP.

Creating and Configuring the Application

After you have imported the template as described in the previous section, create and configure the new AGS Application object. This involves the following tasks:

1. Creating the Application object
2. Configuring the General tab
3. Configuring the Server Info tab
4. Configuring the Start Info tab
5. Configuring the Connections tab
6. Configuring the Options tab
7. Completing initial setup of the Application object

Creating the Application Object

To create the properties for the new Application object, use Configuration Manager's Properties dialog box.

1. In Configuration Manager, select Environment > Applications.
2. Right-click either the Applications folder or the subfolder where you want to create your application.
3. From the popup menu that appears, select New > Application.

4. In the Open dialog box, locate the template you just imported, then double-click it.

Configuration Manager opens the Properties dialog box for the new Application object as shown in [Figure 4](#).

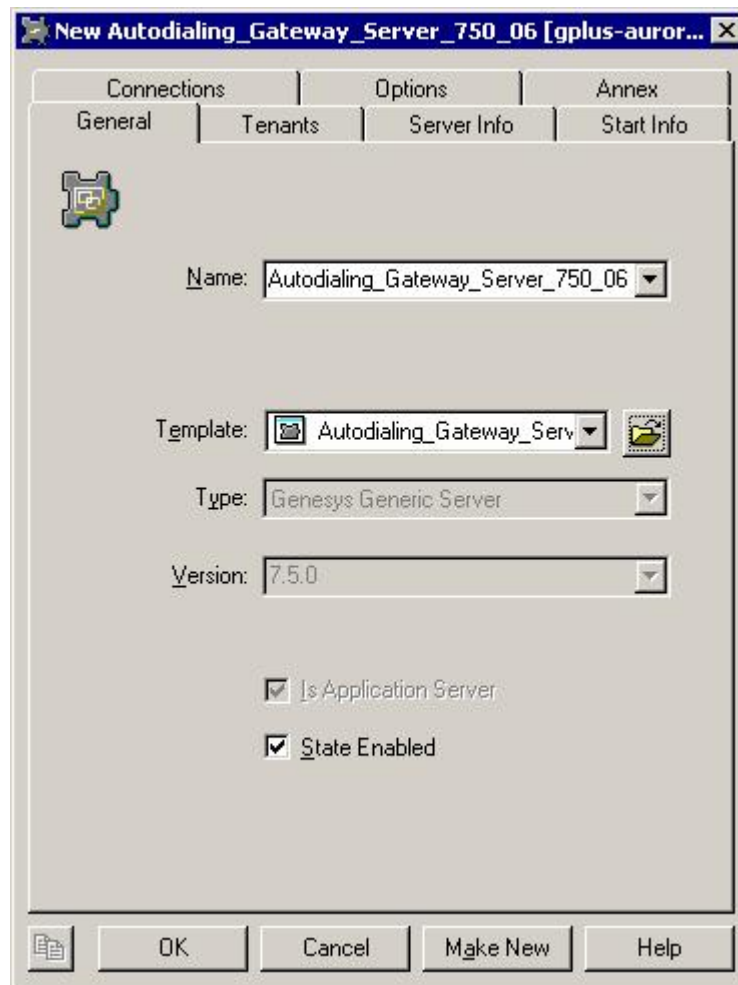


Figure 4: Configuration Manager's Properties Dialog Box

Configuring the General Tab

To configure general information about the application, use the General tab of the Properties dialog box.

1. Click the General tab of the Properties dialog box.
2. (Optional) In the Name box, enter a name for the Application object.
[Figure 5](#) shows the contents of the General tab with the application name changed to AGS_for_SAP.

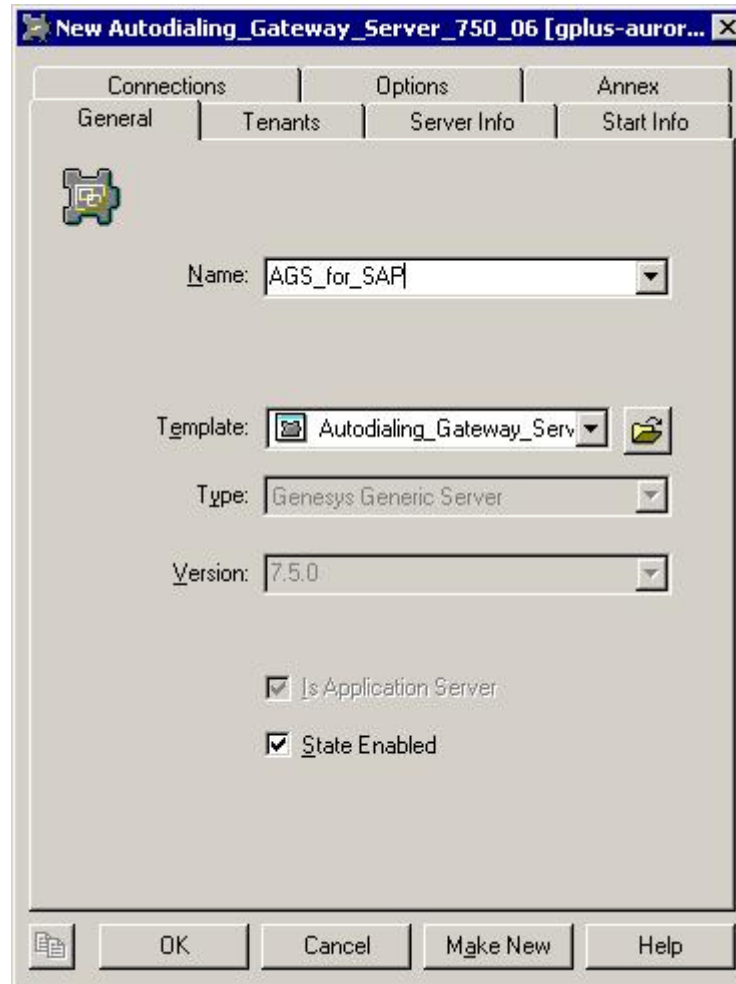


Figure 5: Configuration Manager's General Tab

Configuring the Server Info Tab

To configure the server information for the application, use the Server Info tab of the Properties dialog box.

1. Click the Server Info tab.
2. Select the Host that this instance of AGS is to run on and click OK.
3. Set the Communication Port field to any unused port (on this host).

An example of Server Info tab settings is shown in [Figure 6](#).

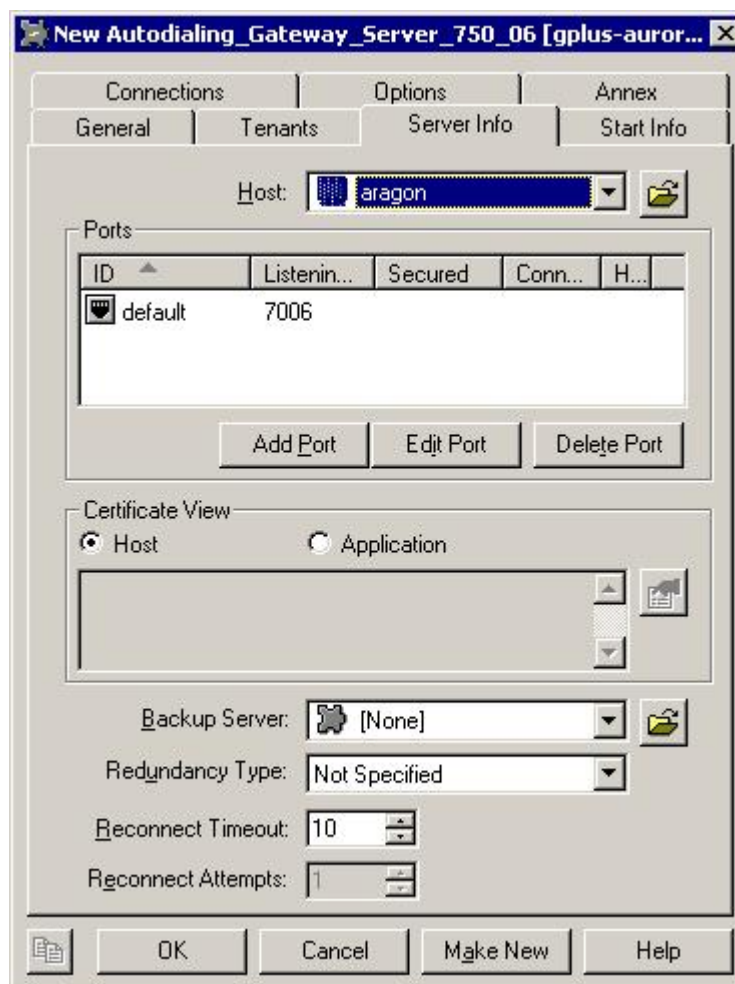


Figure 6: Configuration Manager's Server Info Tab

Configuring the Start Info Tab

To configure the startup information for the application, use the Start Info tab of the Properties dialog box.

1. Click the Start Info tab.
2. In the Working Directory field, enter a period (.) to allow Setup to populate this field during installation.
3. In the Command Line field, enter a period (.) to allow Setup to populate this field during installation.
4. Do not enter a value in the Command Line Argument field. The installation program will provide the correct data for this field.

An example of Start Info tab settings is shown in [Figure 7](#).

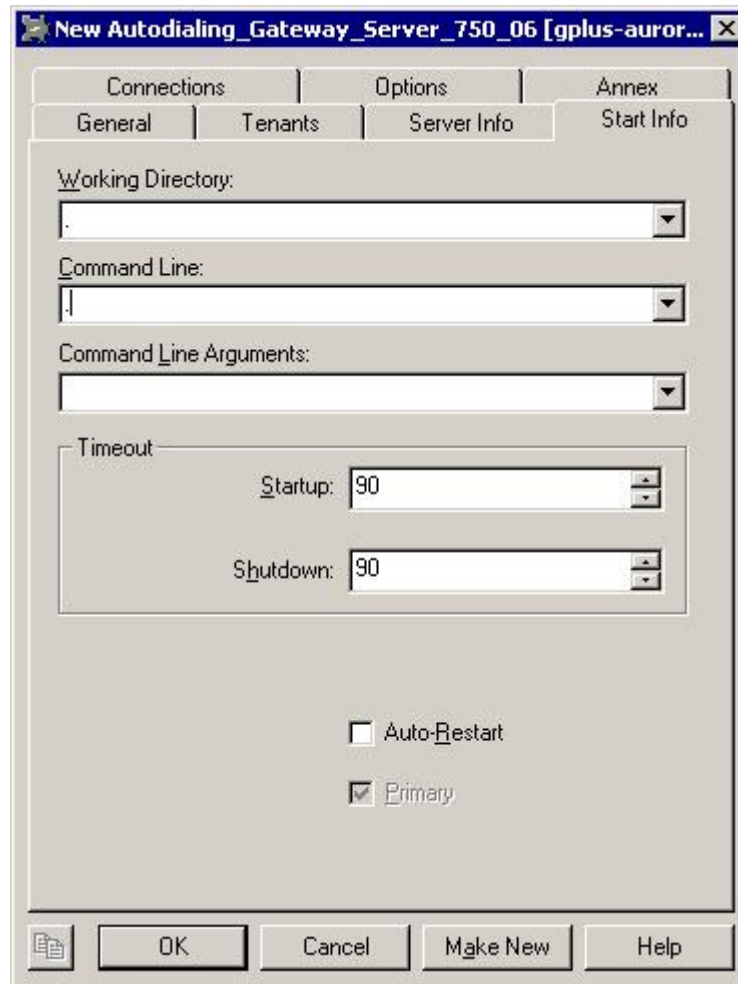


Figure 7: Configuration Manager's Start Info Tab

Configuring the Connections Tab

On the Connections tab, add the applications to which this application connects.

1. Click the Connections tab.
2. Click Add to add a connection to the following Genesys servers:
 - Message Server (optional, for logging messages to the network)
 - Configuration Server (optional)
 - Database access point (to allow access to the DB storage for internal AGS needs)
 - Campaign Synchronization Server
3. Adjust the Advanced Disconnect Detection Protocol (ADDP) between AGS and Genesys servers components (optional).

Configuring the Options Tab

This section describes the configuration options for AGS. You must configure all of the following sections before starting the Adapter:

- log
- rfc-server
- General
- CampSync

To set various configuration options for the application, use the Options tab of the Properties dialog box. You will configure options in these sections starting with the log section. Double-click a section to access its options.

Table 4 lists and describes the options on the Options tab. These options are grouped according to the section of the tab in which they appear. A *Yes* in the “Must Restart?” column indicates that you must restart the Adapter after changing the option. A *Yes* in the “Must Set?” column indicates an option that you *must* configure in order for the Adapter to function properly. You can accept the default values for all other configuration options or adjust them later, according to your needs.

Note: All option names and values are case sensitive, so be sure that you use the correct case as shown in Table 4.

Table 4: AGS Configuration Options

| Option Name | Values | Description | Must Restart? | Must Set? |
|---|--|---|---------------|-----------|
| log Section This section supports the unified set of log options (common log options) to enable precise configuration of the log file output. For a complete list of unified log options and their descriptions, see the “Common Log Options” chapter of the <i>Framework 7 Configuration Options Reference Manual</i> . If you do not specify any log options, the default values apply. | | | | |
| rfc-server Section Contains options affecting the RFC server. The SAP system administrator should provide all SAP-related settings. | | | | |
| gateway-host | Default Value: None Valid Values: <valid host name> | Host name or host string of the SAP Gateway. For example: /H/192.168.3.215/H/204.79.180.5/S/3298/H/cpce601 | No | Yes |
| gateway-service | Default Value: None Valid Values: <valid service> | Service of the SAP gateway (For example: sapgw13) | No | Yes |

Table 4: AGS Configuration Options (Continued)

| Option Name | Values | Description | Must Restart? | Must Set? |
|--|--|--|---------------|-----------|
| program-id | Default Value: None Valid Values: <Program ID in RFC destination that is used in SAPphone server> | Program ID of the AGS (RFC destination) | No | Yes |
| listen-timeout | Default Value: 1 Valid Values: <1 through 120> | Timeout value (in seconds) | No | Yes |
| recv-thread | Default Value: 1 Valid Values: <1 through 512> | The minimum number of threads that are awaiting incoming requests. If the number of threads becomes less than specified because some thread is busy handling requests, AGS will create additional threads. | No | Yes |
| send-thread | Default Value: 1 Valid Values: <currently undefined> | Reserved for future use. | No | Yes |
| reconnect-timeout | Default Value: 4 Valid Values: <any positive integer> | Defines (in seconds) how long AGS waits before trying to connect to the SAP gateway if the connection was broken. | No | Yes |
| connection-pool | Default Value: 1 Valid Values: <1 through 128> | The maximum number of open (but not necessarily listening) connections. | No | Yes |
| General Section Specifies the general options. | | | | |
| TIMEZONE | Default Value: GMT Valid Values: Time zone name in Genesys CME. | Time zone is transferred to the CSS if it is not provided by SAP. | No | Yes |

Table 4: AGS Configuration Options (Continued)

| Option Name | Values | Description | Must Restart? | Must Set? |
|-------------|---|--|---------------|-----------|
| STARTTIMEEX | Default Value: 080000 Valid Values: HHMMSS or -1 | The value of the daily_from field is transferred to the CSS. HH is the digit value between 00 and 23 inclusively. MM is the digit value between 00 and 59 inclusively. SS is the digit value between 00 and 59 inclusively. If this option is set to -1, the Adapter will transfer the value provided by SAP. Any non-valid value will be treated as -1. | No | Yes |
| ENDTIMEEX | Default Value: 180000 Valid Values: HHMMSS or -1 | The value for the daily_to field is transferred to the CSS. HH is the digit value between 00 and 23 inclusively. MM is the digit value between 00 and 59 inclusively. SS is the digit value between 00 and 59 inclusively. If this option is set to -1, the Adapter will transfer the value provided by SAP. Any non-valid value will be treated as -1. | No | Yes |
| DB_Table | Default Value: AGS_INTERNAL_TABLE Valid Values: valid table name | The table name, which is located in the DataBase specified in the Database Access Point under the Connection tab of AGS. This table is where AGS saves the internal data (see “Configuring and Creating the AGS Internal Table” on page 55). | No | Yes |

Table 4: AGS Configuration Options (Continued)

| Option Name | Values | Description | Must Restart? | Must Set? |
|--|--|---|---------------|--|
| Agent_name_subst | Default Value: NAME_CUT_BY_OCS Valid Values: valid for SAP agent name | The agent name is transferred to SAP when the Genesys agent name is too long. The current SAPphone limit is 15 characters. | No | Yes |
| CampSync Section Specifies the CSS specific options | | | | |
| Organization | Default Value: Valid Values: <the name of the existing Tenant> | The name of the Tenant where AGS is running. Under this Tenant, CSS creates the Calling List and Table Access objects. | No | Yes |
| Admin | Default Value: Valid Values: <any character string> | The name of the Super administrator in CSS. | No | Yes |
| ConnectionTimeout | Default Value: 60000 Valid Values: <any positive integer> | The timeout, in milliseconds, for requests to be sent to CSS. | No | Yes |
| (Optional) HW_DISP Section This section overrides the default mapping of Genesys call results to the SAP HW_DISP key. Note: This section is not provided in the template. It must be added manually. | | | | |
| <customOptionName> Where, <customOptionName> is the Genesys call result integer value. For more information, see the Genesys Outbound Contact 7.5 Reference Manual. | Default Value: None Valid Values: <customOptionValue> Where, the <customOptionValue> is the value of the HW_DISP (string). For more information, see the SAPphone documentation. | This option specifies custom mapping between the Genesys Call Result value and the SAP HW_DISP key. Create one option for each Genesys Call Result value that requires a custom SAP HW_DISP key. For example: If <customOptionName>= 28 and <customOptionValue>= BUSY, then records with a CallResult = 28 will be sent to SAP as HW_DISP= BUSY. | No | No This option is optional. If it is not defined, then the hard-coded mapping will be used. |

Completing the Initial Application Setup

Once the values in the previous subsections have been entered, click OK to complete the application setup.

Note: Also see “Configuring the SAPphone Server in SAP” on [page 56](#) for options that you must configure for the AGS to function properly.

Configuring and Creating the AGS Internal Table

A Database Access Point for the AGS Internal Table must be added to the AGS connections. The AGS Internal Table name is configured in the DB_Table option in the General section (see “DB_Table” on [page 53](#)). AGS installation provides the SQL scripts for supported databases that should be executed manually after you install and before the you uninstall, if required to manage the AGS Internal Table. See “[Configuring the Database](#)”. The AGS SQL scripts come with the AGS Internal Table name set to AGS_INTERNAL_TABLE.

Note: Multiple AGS instances should use different AGS Internal Tables.

Configuring the Database

You must configure the appropriate database management system (DBMS) to run the Autodialing Gateway Server for SAP. The application and other names used in the following procedure are examples. You can use these names or create others to suit your business needs.

To configure the DBMS:

1. Create a new database (genesys_adapter_sap_outbound, for example) in the DBMS.
2. Run the appropriate script for your database. You will find the script in the Genesys directory you created during the setup process, for example, <DISK>:\GCTI\Autodialing Gateway Server for SAP\scripts. For information about executing an SQL script, see your database documentation.

The database is now configured.

Note: If you want to use a different name for the AGS internal table, you should edit the corresponding SQL script and specify the new name in the DB_Table option.

Uninstalling the AGS Internal Table

Before uninstalling the AGS, you should remove the AGS internal table. To remove the AGS internal table run the appropriate uninstall script for your database. For information about executing an SQL script, see your database documentation.

Note: If you have used your own name in step 2, you should edit the corresponding SQL script `ags_uninstall_mssql.sql` or `ags_uninstall_ora.sql` and specify the table name used in step 2 (see [“Configuring the Database”](#)).

Configuring the SAPphone Server in SAP

The SAPphone Server must be configured. Follow the procedures outlined in the following section.

Component Enabling Examples

This section describes the two tasks you must complete on the SAP side to enable the AGS component:

- 1 “Configure the RFC Connection (Transaction SM59)” on [page 56](#).
- 2 “Configure CTI Server in SAPphone (Transaction SPHB)” on [page 57](#).

Configure the RFC Connection (Transaction SM59)

To configure the RFC Connection you must create a new RFC destination.

Creating a New RFC Destination

To create a new RFC Destination (see [Figure 8](#)):

- 1 Specify a name for the RFC destination.

Note: SAPphone refers to this name, as described in “Configure CTI Server in SAPphone (Transaction SPHB)” on [page 57](#).

2. Set `Connection Type` ([Figure 8](#)) to `T`.
- 3 Register an RFC Server Program at a SAP gateway, or connect to an already registered RFC Server Program.
- 4 (Optional) Enter a `Description` (see [Figure 8](#)).

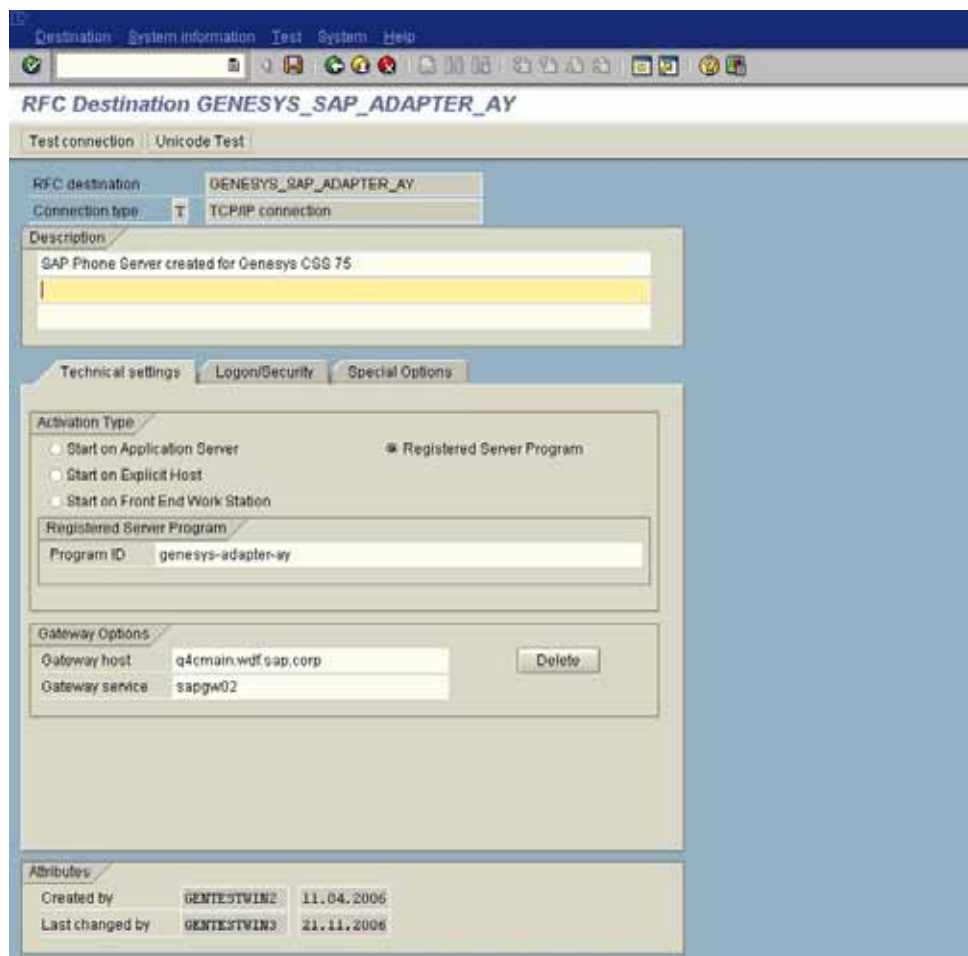


Figure 8: RFC Connection Configuration

5. Click the **Test connection** button, located at the top-left corner in [Figure 8](#), to check connectivity through the configured RFC connection.

Note: The AGS component on the Genesys side must be running.

Configure CTI Server in SAPphone (Transaction SPHB)

You must configure SAPphone because this interface is used to pass data back and forth between Genesys and SAP CRM.

The RFC Destination for SAPphone must match the entry defined for the RFC connection (see “Configure the RFC Connection (Transaction SM59)” on [page 56](#)).

Create a New SAPphone Server

To create a SAPphone server (see [Figure 9](#)):

1. Specify a Server name.
2. Enter a Description.
3. Enter the RFC destination that connects to the AGS component.

Note: You may define the RFC settings. Click the RFC maint. button

4. Select Server in use.
5. Under the Functions column, select Dialer.

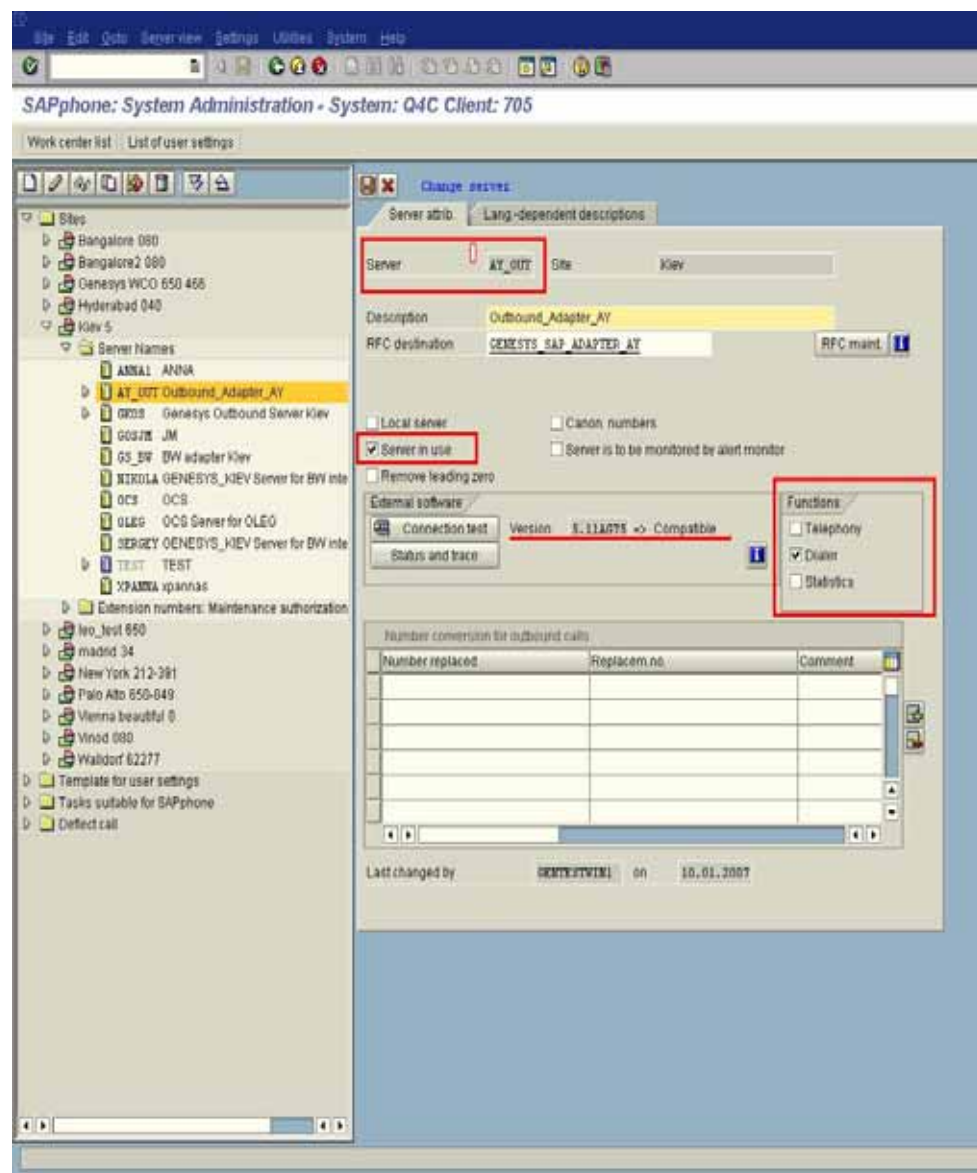


Figure 9: Creating a SAPphone Server

6. After you enter all the data, click **Connection test** to display the valid version, as shown in [Figure 10](#).

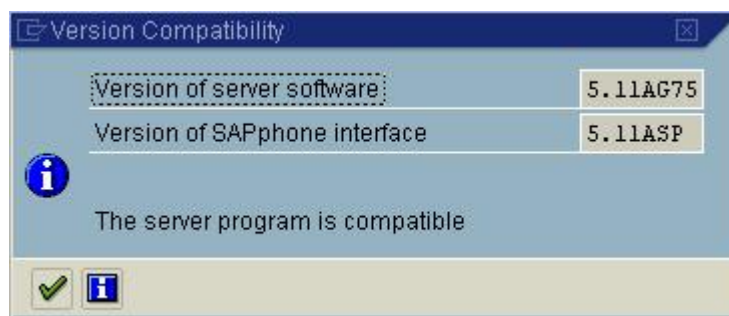


Figure 10: Connection Test Results



Chapter

7

Installing Autodialing Gateway Server for SAP

This chapter describes how to install the Autodialing Gateway Server (AGS) for SAP. It includes the following sections:

- [Installing the AGS, page 61](#)
- [Uninstalling the AGS, page 63](#)

Installing the AGS

Install the Adapter on the target computer by using an InstallShield program that takes you step-by-step through the installation process.

Running the Setup

To install the Adapter on the target machine:

1. Insert the *Gplus* Adapter 7.5 Campaign Synchronization for SAP installation CD into your CD-ROM drive.

The autorun feature is activated. After a few moments, an autorun Welcome window opens, as shown in [Figure 11](#). If the window does not open, see [“Starting the Installation Manually”](#).

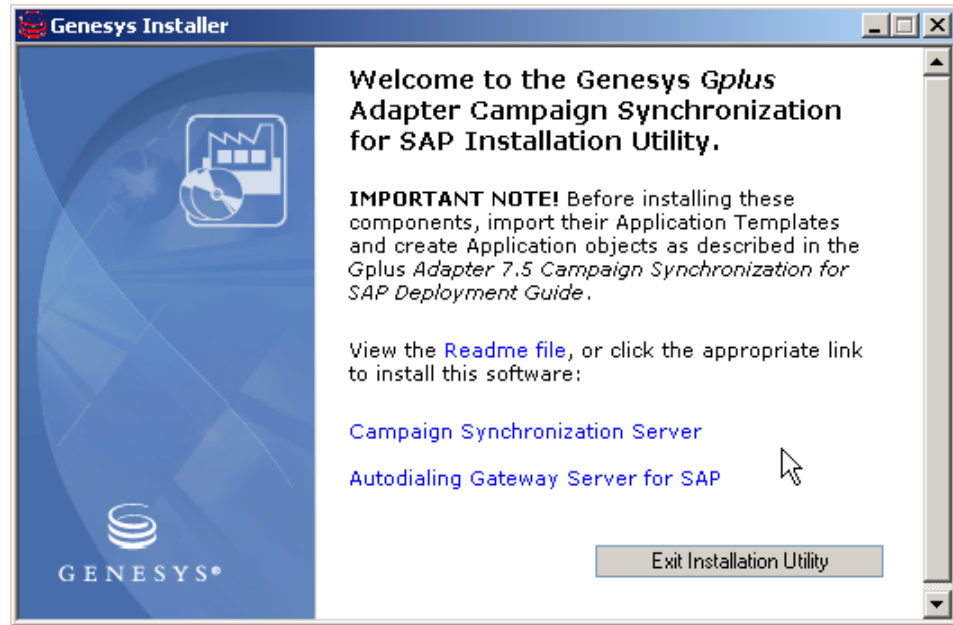


Figure 11: Autorun Welcome Window

2. To view the product's Readme file, click the Readme file link.
3. To exit the installation utility, click Exit Installation Utility.
4. To install AGS, click Autodialing Gateway Server for SAP.
5. Proceed to [“Installing the Adapter”](#)

Starting the Installation Manually

If your CD-ROM drive is not configured to employ autorun for CDs, after inserting the *Gplus Adapter 7.5 Campaign Synchronization for SAP* installation CD into your CD-ROM drive, install the AGS on the target machine using the Setup program:

1. Locate the setup.exe file in the CD path
 \gplus_components\autodialing_gateway_server\windows\ or find the setup file in your installation package.
2. Double-click setup.exe to run the InstallShield Wizard.
3. Proceed to [“Installing the Adapter”](#)

Installing the Adapter

After you have chosen to install the Adapter, InstallShield takes you through the installation process step-by-step.

1. After InstallShield prepares the Genesys Installation Wizard, the Welcome window appears.

2. Read the text, and click Next to continue.
3. The Connection Parameters to the Genesys Configuration Server dialog box appears. Enter required information, and click Next to continue.
4. The Select Application dialog box appears. It contains a list of Application objects from the Configuration Server database which have a template of type Genesys Generic Server and Server Info corresponding to the host on which the installation is running. Select the application, and click Next to continue.
5. The Choose Destination Location dialog box appears. Keep or change the default destination and click Next to continue.
6. The Ready to Install dialog box appears. Click Install to begin copying files.
7. Wait for Setup to finish copying files.
8. When the Installation Complete window appears, click Finish to complete the installation.

By default, AGS is installed as a Genesys service (Windows Services) with an Automatic startup type.

Note: If you plan to run the AGS as a Windows NT Service, you should become familiar with the common recommendations about deploying Genesys components as Windows NT Services. These recommendations are available in the *Genesys Framework 7.5 Deployment Guide*.

Installation Results

After the Setup has successfully completed, you will see:

- A Genesys Autodialing Gateway Server for SAP entry is added to the Windows Services list.
- The Adapter Application object Start Info tab parameters are populated.

Uninstalling the AGS

Uninstall the AGS using the Microsoft Windows Add/Remove Programs feature.

Note: Stop the Adapter before it is uninstalled.

Note: The uninstall procedure varies, depending on the version of the Windows operating system that you are running. Keep this in mind as you complete the following procedure.

To completely uninstall the Adapter components:

1. From the Windows main taskbar, select Start > Settings > Control Panel > Add/Remove Programs.
2. Select Genesys Autodialing Gateway Server for SAP 7.5.xxx.xx (where xxx.xx is the exact version that you have installed) as the component to remove.
3. Follow the instructions on screen, and confirm that you want to remove the AGS.
4. After you see the message that says that the uninstall has been completed, follow the instructions on screen to conclude the uninstall.

Note: If the AGS folder contains files that were not initially installed, these files will not be deleted by the uninstall process. You must remove these files manually.



Chapter

8

Starting the Adapter Components

This chapter describes how to start the *Gplus* Adapter Campaign Synchronization for SAP. It includes the following sections:

- [Launching the Adapter Components from the Start Menu, page 66](#)
- [Starting the Adapter Components Using the Solution Control Interface, page 67](#)
- [Starting the Adapter Components as a Windows Service, page 68](#)

You can start both Adapter components, Autodialing Gateway Server (AGS) and Campaign Synchronization Server (CSS), in one of the following ways:

- Using a shortcut from the Start Menu
- Using an executable file from Windows Explorer (with Command Line Arguments)
- Using the Application object configured in Configuration Manager from the Solution Control Interface
- Using the Windows Service object found in the Windows Services console.

Note: Before you start the Adapter components, make sure that all Genesys components (Configuration Server, Database Server, and so on) required by the Adapter components are properly configured and running.

Launching the Adapter Components from the Start Menu

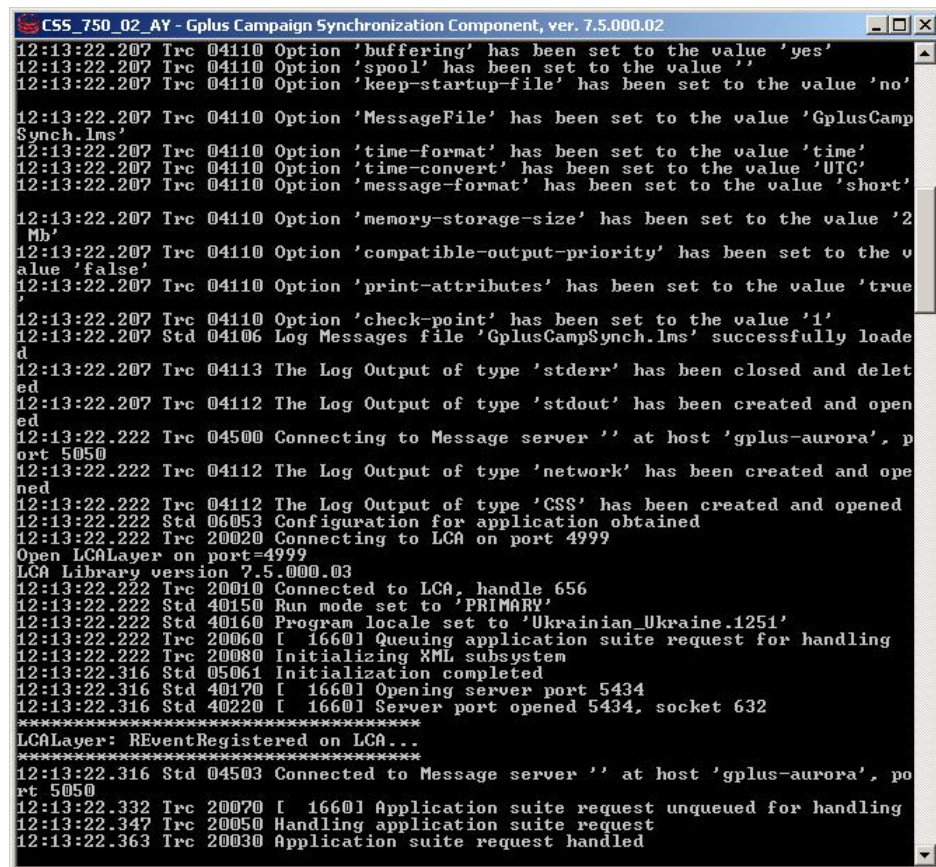
Both Adapter components (CSS and AGS) can be started from the Windows Start menu.

Starting CSS

To launch CSS from the Start menu in Windows:

- Select Start > Programs > Genesys Solutions > Campaign Synchronization Server [application] and select Start CSS.

When the CSS component starts, the CSS console window appears with log information (initialization steps, and so on) as shown in [Figure 12](#). The specific information displayed will vary.



```

CSS_750_02_AY - Gplus Campaign Synchronization Component, ver. 7.5.000.02
12:13:22.207 Trc 04110 Option 'buffering' has been set to the value 'yes'
12:13:22.207 Trc 04110 Option 'spool' has been set to the value ''
12:13:22.207 Trc 04110 Option 'keep-startup-file' has been set to the value 'no'
12:13:22.207 Trc 04110 Option 'MessageFile' has been set to the value 'GplusCamp
Synch.lms'
12:13:22.207 Trc 04110 Option 'time-format' has been set to the value 'time'
12:13:22.207 Trc 04110 Option 'time-convert' has been set to the value 'UTC'
12:13:22.207 Trc 04110 Option 'message-format' has been set to the value 'short'
12:13:22.207 Trc 04110 Option 'memory-storage-size' has been set to the value '2
Mb'
12:13:22.207 Trc 04110 Option 'compatible-output-priority' has been set to the v
alue 'false'
12:13:22.207 Trc 04110 Option 'print-attributes' has been set to the value 'true'
12:13:22.207 Trc 04110 Option 'check-point' has been set to the value '1'
12:13:22.207 Std 04106 Log Messages file 'GplusCampSynch.lms' successfully load
ed
12:13:22.207 Trc 04113 The Log Output of type 'stderr' has been closed and delet
ed
12:13:22.207 Trc 04112 The Log Output of type 'stdout' has been created and open
ed
12:13:22.222 Trc 04500 Connecting to Message server '' at host 'gplus-aurora', p
ort 5050
12:13:22.222 Trc 04112 The Log Output of type 'network' has been created and ope
ned
12:13:22.222 Trc 04112 The Log Output of type 'CSS' has been created and opened
12:13:22.222 Std 06053 Configuration for application obtained
12:13:22.222 Trc 20020 Connecting to LCA on port 4999
Open LCALayer on port=4999
LCA Library version 7.5.000.03
12:13:22.222 Trc 20010 Connected to LCA, handle 656
12:13:22.222 Std 40150 Run mode set to 'PRIMARY'
12:13:22.222 Std 40160 Program locale set to 'Ukrainian_Ukraine.1251'
12:13:22.222 Trc 20060 [ 1660] Queuing application suite request for handling
12:13:22.222 Trc 20080 Initializing XML subsystem
12:13:22.316 Std 05061 Initialization completed
12:13:22.316 Std 40170 [ 1660] Opening server port 5434
12:13:22.316 Std 40220 [ 1660] Server port opened 5434, socket 632
*****
LCALayer: REventRegistered on LCA...
*****
12:13:22.316 Std 04503 Connected to Message server '' at host 'gplus-aurora', po
rt 5050
12:13:22.332 Trc 20070 [ 1660] Application suite request unqueued for handling
12:13:22.347 Trc 20050 Handling application suite request
12:13:22.363 Trc 20030 Application suite request handled
  
```

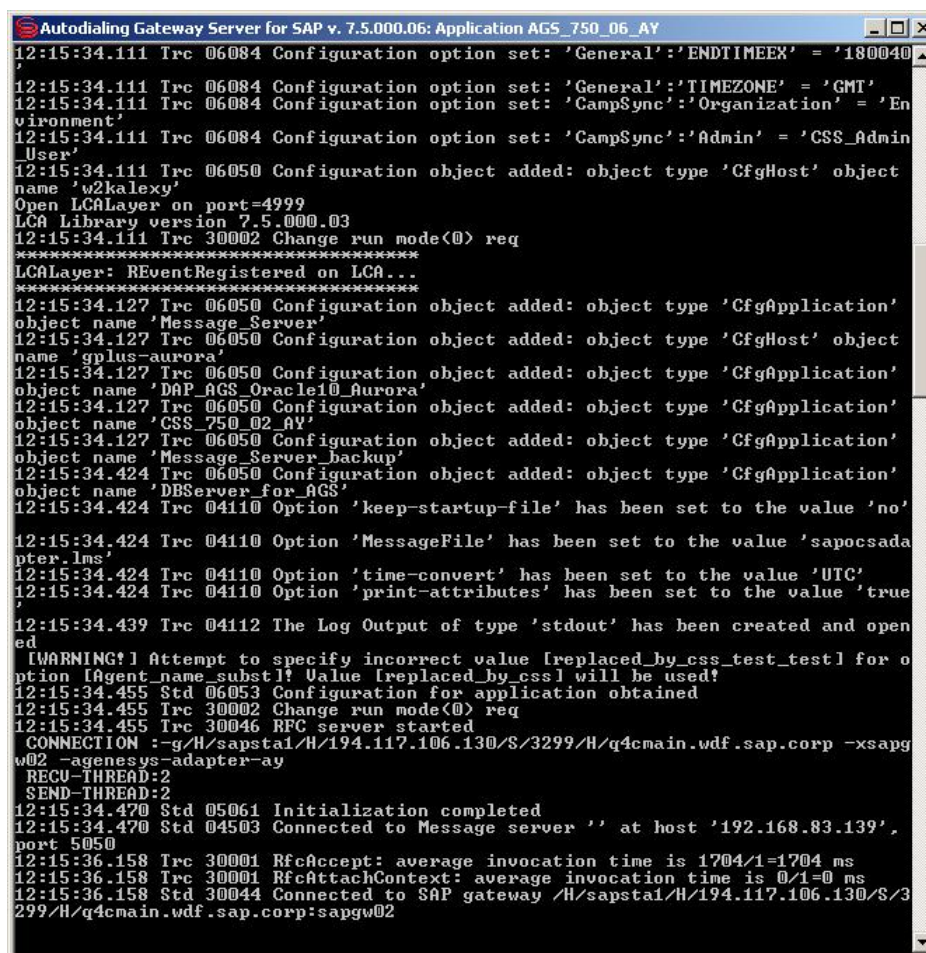
Figure 12: The Adapter's CSS Component Started Successfully

Starting AGS

To launch AGS from the Start menu in Windows:

- Select Start > Programs > Genesys Solutions > Autodialing Gateway server for SAP [<application>] and select Start AGS.

When the AGS component starts, the AGS console window appears with log information (initialization steps, SAP requests, error info, and so on) as shown in [Figure 12](#). The specific information displayed will vary.



```
Autodialing Gateway Server for SAP v. 7.5.000.06: Application AGS_750_06_AY
12:15:34.111 Trc 06084 Configuration option set: 'General':'ENDTIMEEX' = '180040
12:15:34.111 Trc 06084 Configuration option set: 'General':'TIMEZONE' = 'GMT'
12:15:34.111 Trc 06084 Configuration option set: 'CampSync':'Organization' = 'En
vironment'
12:15:34.111 Trc 06084 Configuration option set: 'CampSync':'Admin' = 'CSS_Admin
User'
12:15:34.111 Trc 06050 Configuration object added: object type 'CfgHost' object
name 'w2kalex'
Open LCA Layer on port=4999
LCA Library version 7.5.000.03
12:15:34.111 Trc 30002 Change run mode(0) req
*****
LCA Layer: REventRegistered on LCA...
*****
12:15:34.127 Trc 06050 Configuration object added: object type 'CfgApplication'
object name 'Message_Server'
12:15:34.127 Trc 06050 Configuration object added: object type 'CfgHost' object
name 'gplus-aurora'
12:15:34.127 Trc 06050 Configuration object added: object type 'CfgApplication'
object name 'DAP_AGS_Oracle10_Aurora'
12:15:34.127 Trc 06050 Configuration object added: object type 'CfgApplication'
object name 'CSS_750_02_AY'
12:15:34.127 Trc 06050 Configuration object added: object type 'CfgApplication'
object name 'Message_Server_backup'
12:15:34.424 Trc 06050 Configuration object added: object type 'CfgApplication'
object name 'DBServer_for_AGS'
12:15:34.424 Trc 04110 Option 'keep-startup-file' has been set to the value 'no'
12:15:34.424 Trc 04110 Option 'MessageFile' has been set to the value 'sapocsada
pter.lms'
12:15:34.424 Trc 04110 Option 'time-convert' has been set to the value 'UTC'
12:15:34.424 Trc 04110 Option 'print-attributes' has been set to the value 'true'
12:15:34.439 Trc 04112 The Log Output of type 'stdout' has been created and open
ed
[WARNING!] Attempt to specify incorrect value [replaced_by_css_test_test] for o
ption [Agent_name_subst]! Value [replaced_by_css] will be used!
12:15:34.455 Std 06053 Configuration for application obtained
12:15:34.455 Trc 30002 Change run mode(0) req
12:15:34.455 Trc 30046 RFC server started
CONNECTION : -g/H/sapsta1/H/194.117.106.130/S/3299/H/q4cmain.wdf.sap.corp -xsapg
w02 -agenesys-adapter-ay
RECU-THREAD:2
SEND-THREAD:2
12:15:34.470 Std 05061 Initialization completed
12:15:34.470 Std 04503 Connected to Message server '' at host '192.168.83.139',
port 5050
12:15:36.158 Trc 30001 RfcAccept: average invocation time is 1704/1=1704 ms
12:15:36.158 Trc 30001 RfcAttachContext: average invocation time is 0/1=0 ms
12:15:36.158 Std 30044 Connected to SAP gateway /H/sapsta1/H/194.117.106.130/S/3
299/H/q4cmain.wdf.sap.corp:sapgw02
```

Figure 13: The Adapter's AGS Component Started Successfully

Starting the Adapter Components Using the Solution Control Interface

Both Adapter components (CSS and AGS) can be started from the Genesys Solution Control Interface.

Starting CSS

If you adjust integration with the Management Layer, you will also be able to start the CSS and check log information remotely using the Solution Control Interface application.

To launch CSS from the Solution Control Interface:

1. Make sure that the Local Control Agent is running on the host where the CSS is installed.
2. Make sure that the Start Info tab of Adapter Application object in Configuration Manager has correct startup parameters specified.
3. In the Solution Control Interface, in Items Tree view, find the CSS Application object you created in previous steps.
4. Start the CSS using the Start menu shortcut or the Start button on the toolbar.

Starting AGS

If you adjust integration with the Management Layer, you will also be able to start the AGS and check log information remotely using the Solution Control Interface application.

To launch AGS from the Solution Control Interface:

1. Make sure that the Local Control Agent is running on the host where the AGS is installed.
2. Make sure that the Start Info tab of AGS Application object in Configuration Manager has correct startup parameters specified.
3. In the Solution Control Interface, in Items Tree view, find the AGS Application object you created in previous steps.
4. Start the AGS using the Start menu shortcut or the Start button on the toolbar.

Starting the Adapter Components as a Windows Service

Both Adapter components (CSS and AGS) can be started from the Windows Services console.

Starting CSS

To launch CSS from the Windows Services console:

During installation on Windows, create an entry for the CSS component in the Windows Services list. By default this entry has Automatic startup type. Therefore, CSS is automatically started each time a computer on which it is installed is rebooted.

The CSS component may also be started manually using the Windows Services Console as follows:

1. Open the Administrative Tools panel by double-clicking the Administrative Tools icon.
2. Open the Services window by double-clicking the Services icon.
3. Start or stop CSS by right-clicking and selecting Start or Stop from the shortcut menu.

Note: For debug purposes you can select the Allow service to interact with desktop checkbox on the Log On tab of the service's properties. This will open the CSS component's console window where you can see the real-time log messages generated by CSS.

Starting AGS

To launch AGS from the Windows Services console:

During installation on Windows create an entry for the AGS component in the Windows Services list. By default this entry has Automatic startup type. Therefore, the AGS is automatically started each time a computer on which it is installed is rebooted.

The AGS component may also be started manually using the Windows Services Console as follows:

1. Open the Administrative Tools panel by double-clicking the Administrative Tools icon.
2. Open the Services window by double-clicking the Services icon.
3. Start/stop AGS by right-clicking and selecting Start or Stop from the shortcut menu.

Note: For debug purposes you can select the Allow service to interact with desktop checkbox on the Log On tab of the service's properties. This will open the AGS component's console window where you can see the real-time log messages generated by AGS.



Chapter

9

Use-Case Scenarios

This chapter provides specific use-case scenarios for using the Adapter. It includes the following sections:

- [Testing the Adapter-SAPphone Connection, page 71](#)
- [Setting Up and Assigning the Call List, page 72](#)
- [Running Campaign Record Deletion, page 78](#)

Testing the Adapter-SAPphone Connection

After you have started the Adapter components (CSS and AGS), Genesys recommends that you perform a connection test. In this way you will be able to check the connection and compatibility between the Adapter components and SAP, *and* the Adapter will receive some information about your SAPphone server settings.

To perform a connection test:

- Go to transaction SPHB in your SAP system, select your site and telephony server, and click Connection test. In the dialog box that appears you should see the SAPphone version implemented in the Adapter and supported by your SAP system as shown in [Figure 14](#).

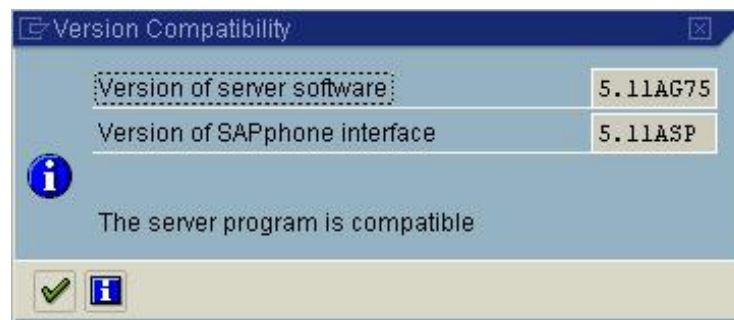


Figure 14: Connection Test Has Passed

Setting Up and Assigning the Call List

Note: The following scenario is only an example. The behavior may vary in different SAP systems.

To set up a Call List:

1. Log in to SAP CRM.
2. From the SAP CRM menu, select [Interaction Center > Supporting Processes >] Call Lists > Call List Maintenance.

Note: The exact path depends on the version of SAP CRM you are using.

3. Select the Call List that is to be transferred to Genesys.
You must also assign the Call List to at least one resource. For example, the Call List shown in Figure 15 on [page 73](#) is assigned to an agent.

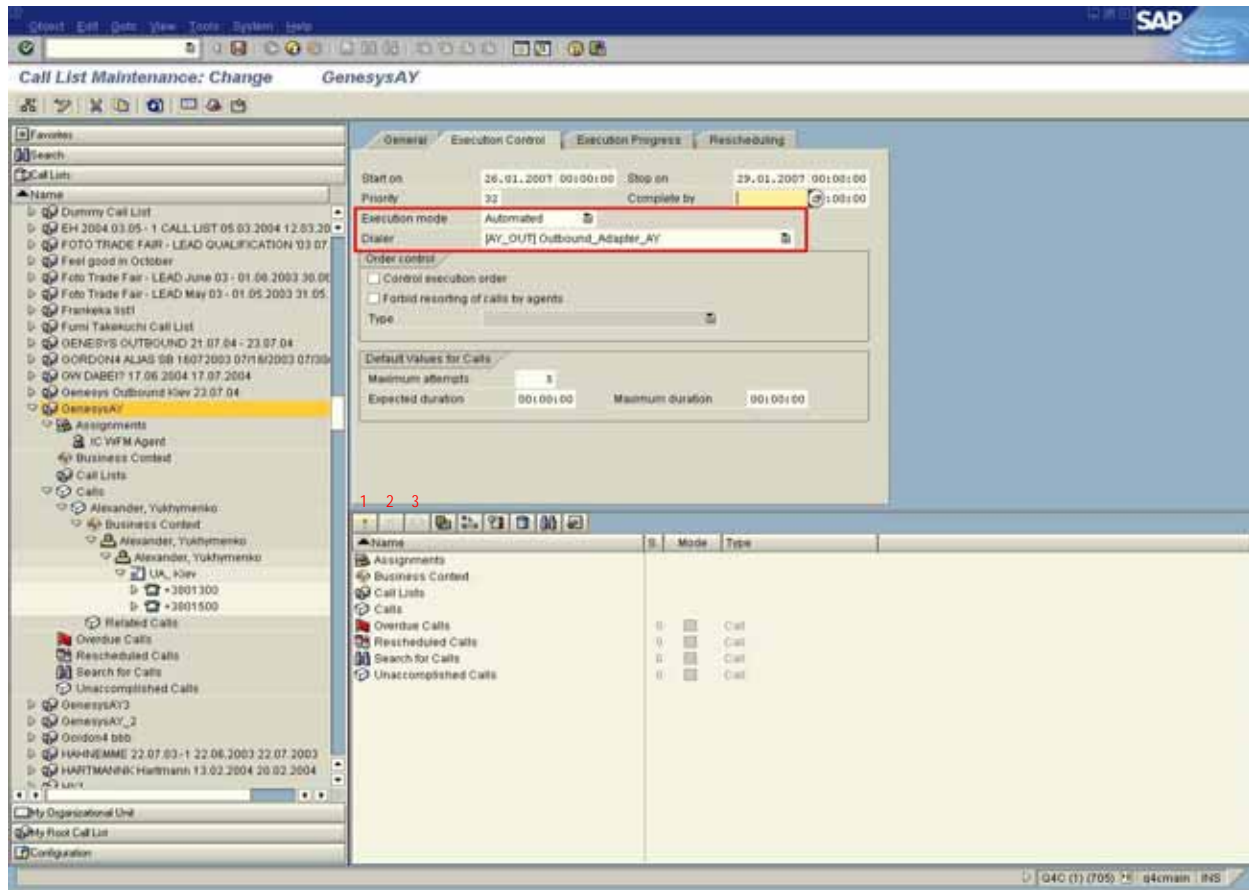


Figure 15: Transferring a Call List from SAP to Genesys

To transfer a Call List from SAP to Genesys:

1. Set the Execution Mode to Automated. A line to select a dialer appears. All servers defined in the SAPphone that are configured as dialer are presented in the drop-down list.
2. Select the dialer defined to connect to Genesys using an RFC connection.
3. Click Activate (the button labeled 1 in Figure 15) to activate the Call List. Clicking this button also activates the Deactivate (labeled 2 in Figure 15) and Synchronize (labeled 3 in Figure 15) buttons.

The corresponding objects are created in the Genesys Configuration database.
See [Figure 16](#).

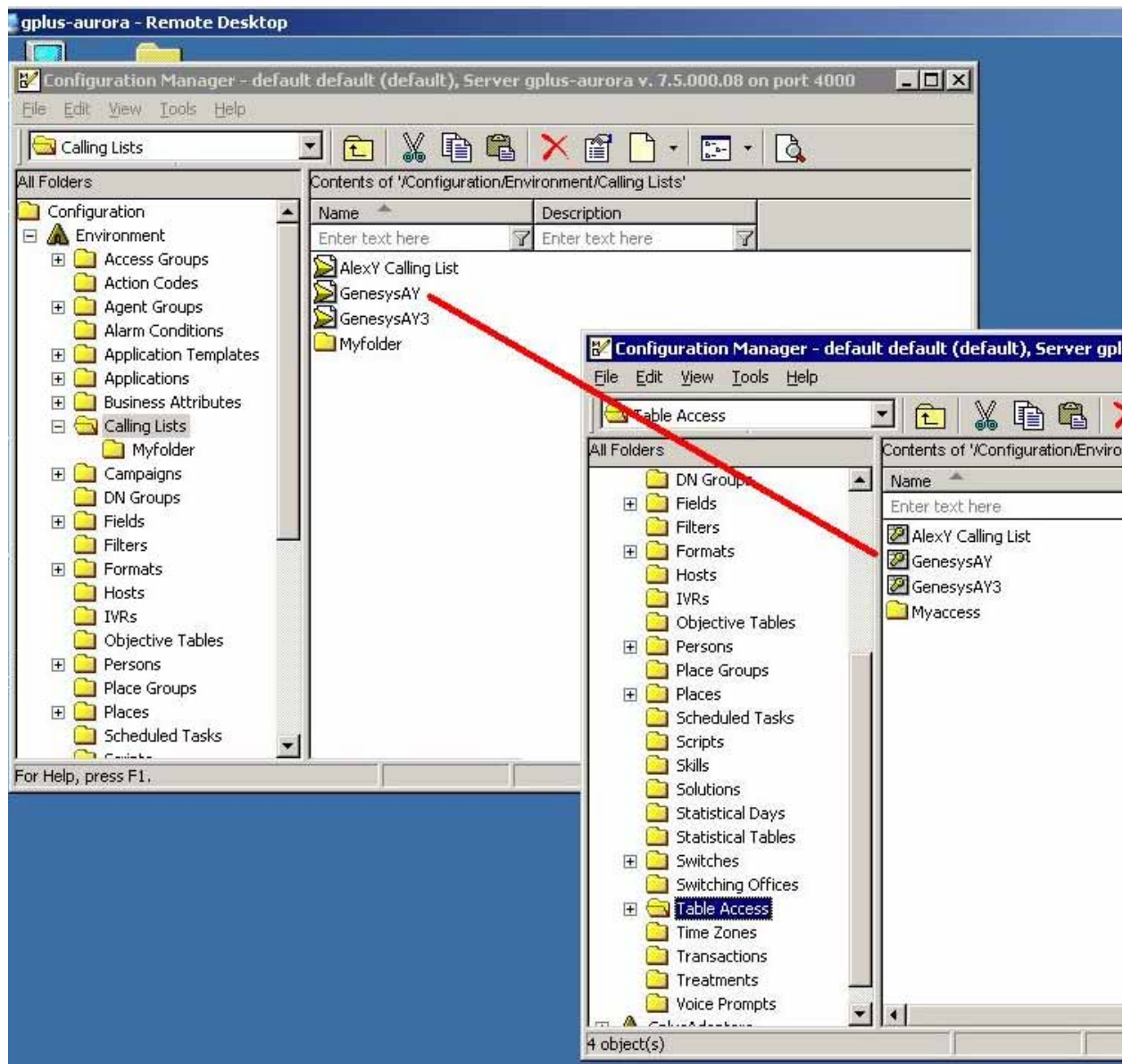


Figure 16: Call List Objects in the Genesys Configuration Database

The corresponding Call List table is created in the Genesys database. You can find the name of this table using the Table Access object. See [Figure 17](#).

The screenshot shows the 'GenesysAY [gplus-aurora:4000] Properties' dialog box with the 'General' tab selected. The 'Database Table' field is highlighted with a red rectangle and contains the value 'CLT_119'. Other fields include 'Name' (GenesysAY), 'Tenant' (Environment), 'Table Type' (Calling List), 'Description' (empty), 'DB Access Point' (DAP_CSS_Oracle10_Auro), 'Format' (CSS75_Format), 'Update in' (0 seconds), 'Cacheable' (unchecked), and 'State Enabled' (checked). The bottom buttons are 'OK', 'Cancel', 'Make New', and 'Help'.

| Field | Value |
|-----------------|-------------------------------------|
| Name | GenesysAY |
| Tenant | Environment |
| Table Type | Calling List |
| Description | |
| DB Access Point | DAP_CSS_Oracle10_Auro |
| Format | CSS75_Format |
| Database Table | CLT_119 |
| Update in | 0 seconds |
| Cacheable | <input type="checkbox"/> |
| State Enabled | <input checked="" type="checkbox"/> |

Figure 17: Genesys Database Table

The content of the Call List is transferred over to the Genesys database. See [Figure 18](#).

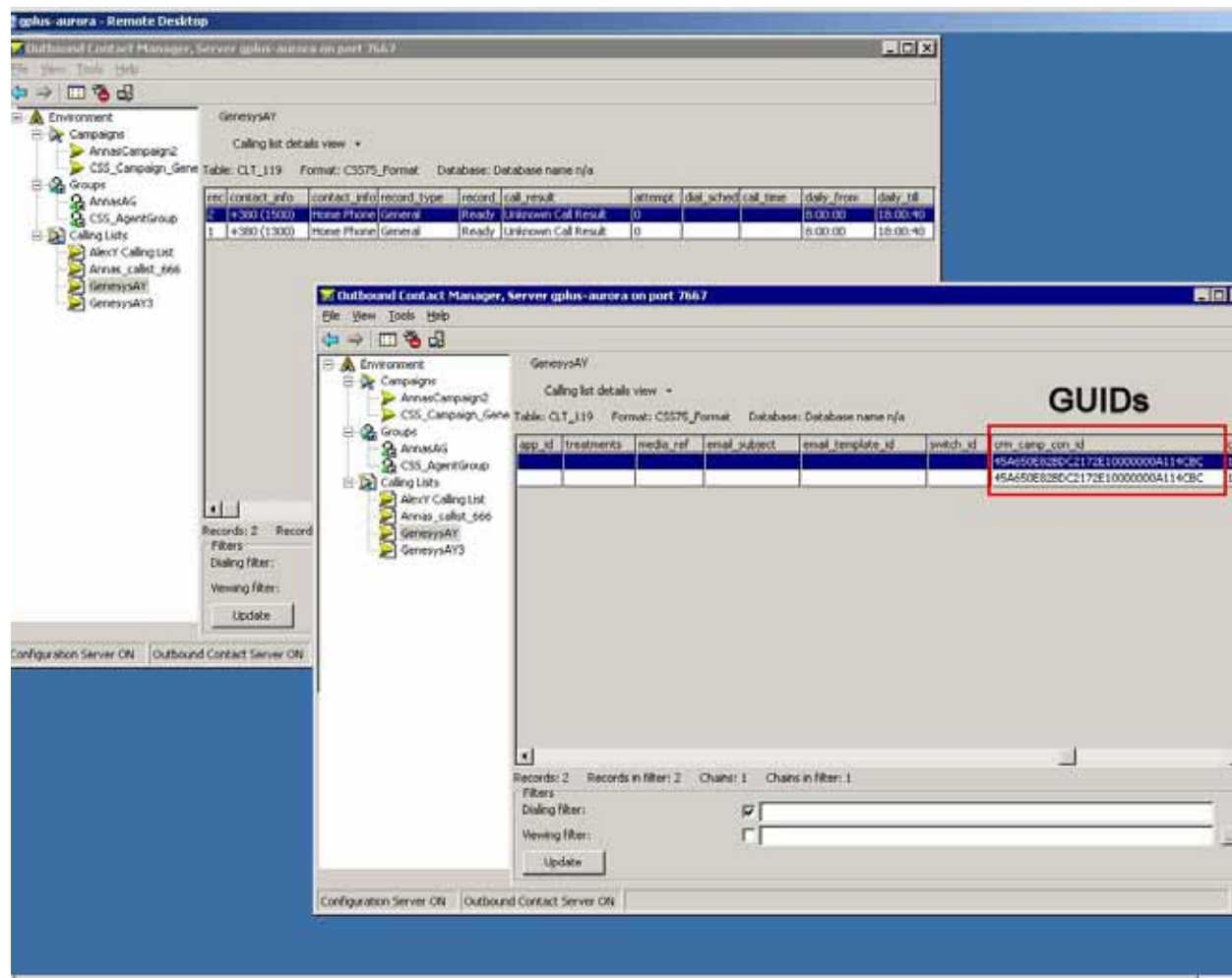


Figure 18: Transferring the Call List to the Genesys DB

4. You can assign the Genesys Calling List to any available campaign and process it. See [Figure 19](#).

Note: A SAP Campaign is equivalent to a Genesys Calling List.

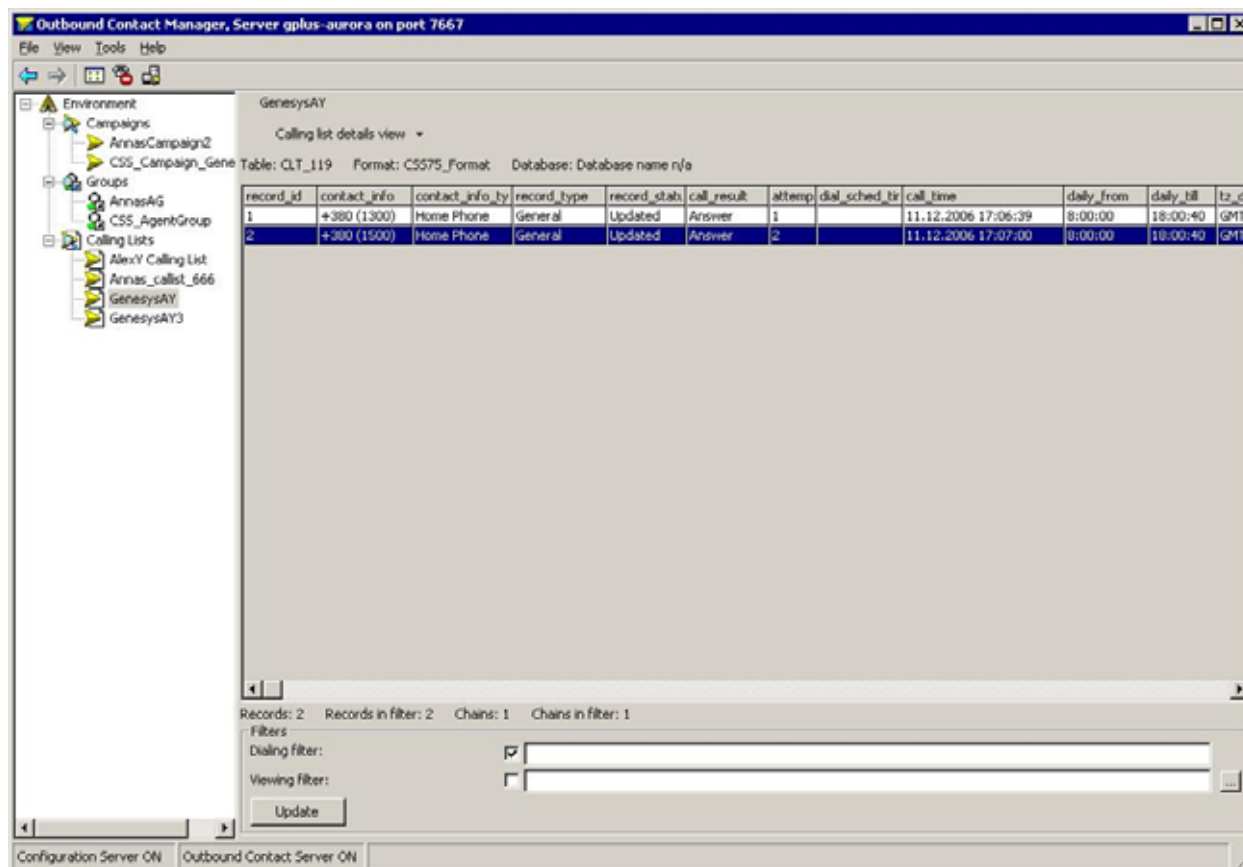


Figure 19: Genesys Calling List Details View

- Press the Synchronization button (see button 3—Figure 15 on [page 73](#)). The statistical information is transferred from Genesys to SAP. See [Figure 20](#).

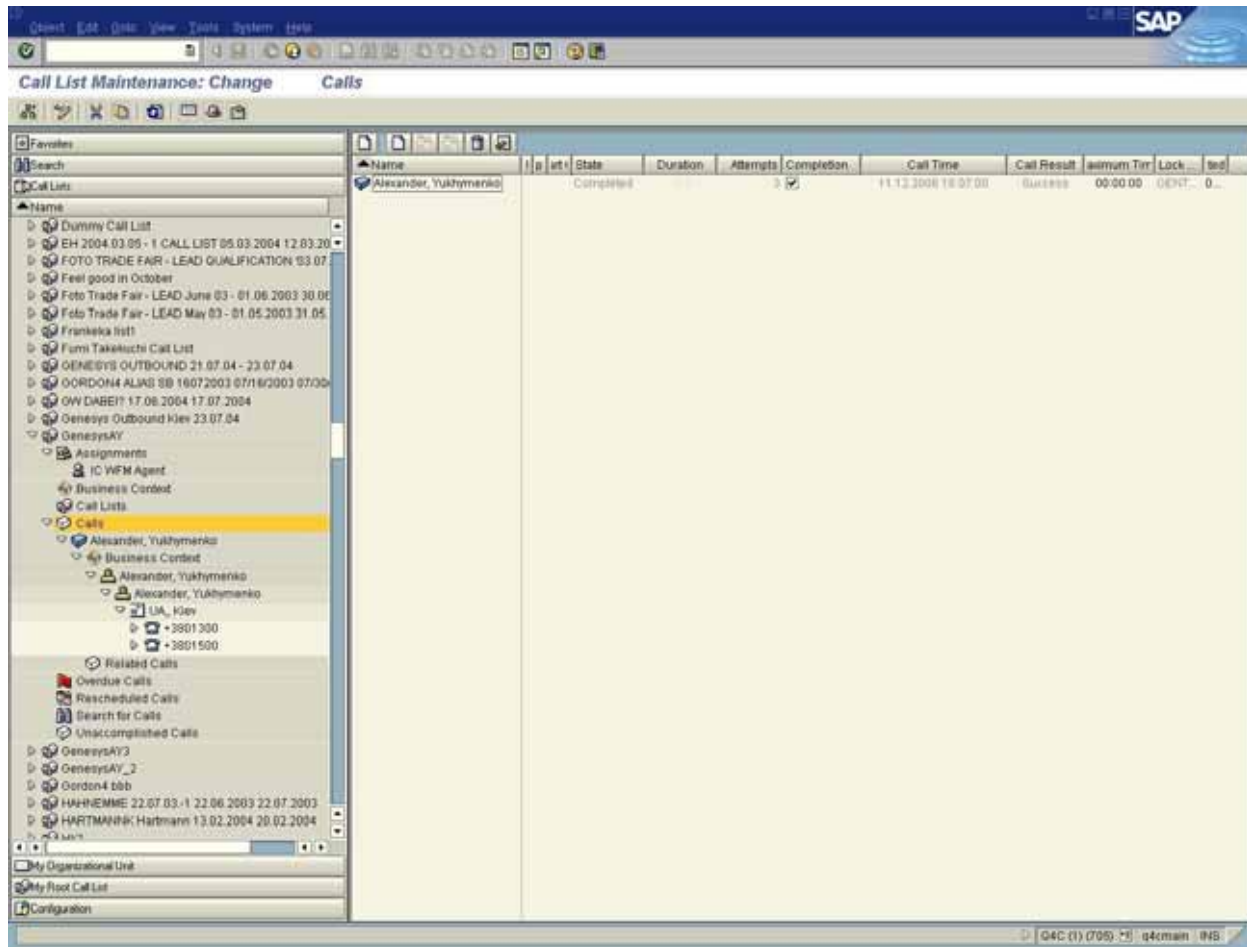


Figure 20: Genesys Call List Maintenance

6. After you are finished with the Call List, click Deactivate (labeled 2 in Figure 15) to disable the Call List.

Running Campaign Record Deletion

The Adapter enables running-campaign records to be deleted from a SAP Campaign even when the campaign is already running on the Genesys side. The following configuration is required for this functionality to work:

1. CSS must have a connection to the T-Server and the Outbound Contact Server. For more information, see “Configuring the Connections Tab” on page 31.

The following CSS options must be set in the CSS Application object’s Genesys section:

- sendCancelRecord equals true
- communicationDn equals the number of Communication DNs on the switch that is used to run the outbound campaign.

This functionality could be useful in the following use cases:

1. You have already transferred campaign data from SAP to Genesys
2. The correspondent outbound campaign is active and running on the Genesys side.
3. The record from the correspondent Genesys calling list is already being processed by OCS. For example, the agent requested this record.
4. The correspondent call is marked as Completed in the SAP Campaign.
5. There is a request to delete this record on the Genesys side.

In this case CSS:

1. Submits a Cancel Record request to OCS through T-Server's communication DN.
2. Deletes the correspondent record from the Genesys Calling List tables.

This behavior corresponds to the Genesys OCS Cancel Record approach. For more information, see the *Outbound Contact 7.5 Reference Manual*.



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