

Proof of Concept on Emails (Manual) on ICWeb

Applies to: SAP 5.0

Summary

This is a POC on configuring Manual Emails in ICWebclient. In this POC we will explore how to configure the From address, To address, Email Standard response templates can be configured so that its easier for the Call Center Agent to work. There can be multiple From address based on the group to which the agent belongs. The To address can be automatically populated with customer, contact person email id. The Standard email response email templates can be defined so that the agent doesn't have to type in the email every time and can use the predefined templates to send emails to customers.

The objective behind this document is to consolidate all the pieces of information which are scattered all across and put that as part of a single consolidated document so that it's a starting point to System Analysts who want to work in this space.

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Author Bio



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Objective

This is a POC on configuring Manual Emails in ICWebclient. In this POC we will explore how to configure the From address, To address, Email Standard response templates can be configured so that its easier for the Call Center Agent to work. There can be multiple From address based on the group to which the agent belongs. The To address can be automatically populated with customer, contact person email id. The Standard email response email templates can be defined so that the agent doesn't have to type in the email every time and can use the predefined templates to send emails to customers.

Similarly one can configure the attachment size , whether success notification should be received, failure notification to be received and a lot more items which SAP supports. One needs to just explore these areas.

Prerequisites

There is a already a profile created in ICWebclient. In this POC we are using a profile called Z09Inbox which

Procedure – To configure the Sender's Email address.

1. Use the following navigation option to access the Communication Channel

Transaction Code	SPRO
IMG Path	IMG→Customer Relationship Management→Interaction Center Webclient→Basic Function→Communication Channels→Define Outgoing Email Address Groups.

2. Click on New Entries.
3. Address Group = Z09OutEmailAddr
4. Address / Number = Support@YourCompany.com
5. Click on Save and transport the changes.
6. Use the following navigation option to access the Email Profiles.

Transaction Code	SPRO
IMG Path	IMG→Customer Relationship Management→Interaction Center Webclient→Basic Function→Communication Channels→Define Email Profile

7. Choose and copy the Profile ID "Default Inbox" to Z09Inbox.
8. Enter the following:
 - Description = Z09 Inbox
 - Outgoing Address = Z09OUTEMAILADDR

9. Save and transport the Changes.
10. Use the following navigation option to access the IC WebClient Profiles.

Transaction Code	SPRO
IMG Path	IMG→Customer Relationship Management→Interaction Center Webclient→Define IC Webclient Profiles.

11. Choose the Profile = Z09Agent [This can be any profile which you are using]
12. Click on Assign Function Profiles.
13. Define Email = Z09INBOX
14. Save the Changes and transport it.

Result

Now the Sender's From Address is configured when the agent decides to send an email address.

Procedure – To configure the To Address.

1. Use the following navigation option to access the Email Profiles.

Transaction Code	SPRO
IMG Path	IMG→Customer Relationship Management→Interaction Center Webclient→Basic Function→Communication Channels→Define Email Profile

2. Open the Profile Z09Inbox
3. Ensure the following:
 - Customer Address = All
 - Contact Person Address = Default
 - Contact Relation Address = None
4. Save and transport the Changes.

Result

Now the To address gets populated with the Customer and their contact person automatically.

Procedure – To create standard email response templates.

1. Use the following navigation option to access the Mail Template

Transaction Code	Crm_erns_mailtempl
IMG Path	SAP→Interaction Center→ E-mail Response Management System→Administration→Maintain Mail Template.

2. Click on Create Icon (or Press F5).
3. Choose the Source mail = blank and Target mail = Z09EmailCustomerTemplate.
4. Click on Continue Button.
5. Change the Description of the form from New Form to Z09 Customer Template
6. On the Left Hand side expand the folder Page->Main Window. Right click and click on Create→Text.
7. In the Design Tab enter the static text that you want to display.
8. Save the form.
9. Use the following navigation option to access the Standard Response Groups.

Transaction Code	SPRO
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IMG Path	IMG→Customer Relationship Management→Interaction Center Webclient→Basic Function→Communication Channels→Define Standard Response Groups
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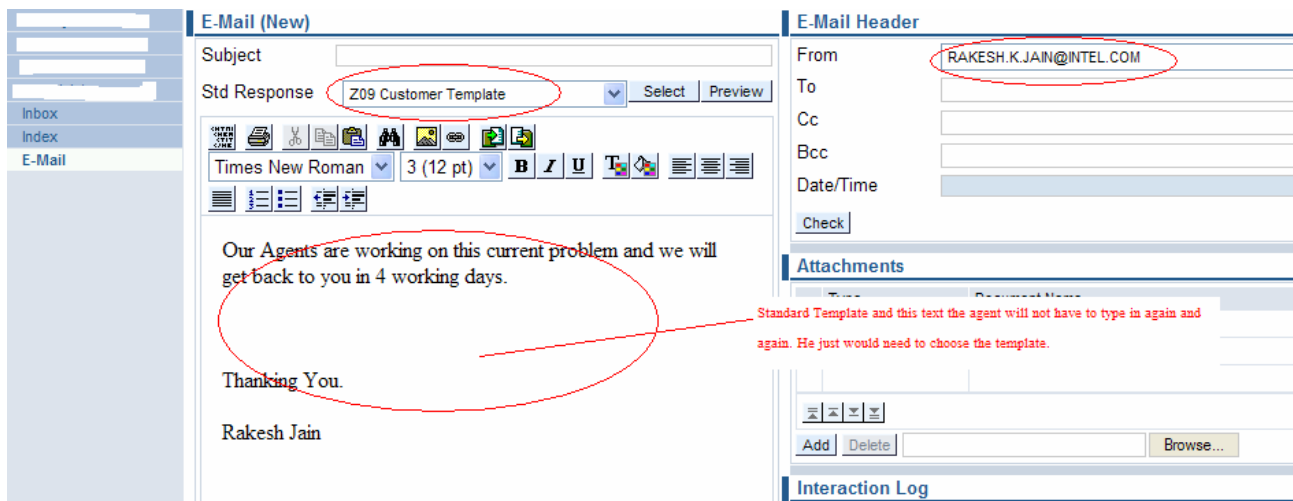
- Click on New Entries and enter the following.
 Std Response Group = Z09STDRESPGROUP
 Form Name = Z09EmailCustomerTemplate (The above created template)
- Save and Transport the changes.
- Use the following navigation option to access the Email Profiles.

Transaction Code	SPRO
IMG Path	IMG→Customer Relationship Management→Interaction Center Webclient→Basic Function→Communication Channels→Define Email Profile

- Choose the Email Profile = Z09Inbox.
- Enter Std Response Group = Z09STDRESPGROUP
- Save and Transport the changes.

Result

Now the Standard Email Template configured and can be selected from the combo box Standard Response when the agent decides to send an email.



Related Content

IMG Documentation @ SAP→Interaction Center→Email Response Management System→Administration→Maintain Mail Templates Documentation.

IMG Documentation @ IMG→Customer Relationship Management→Interaction Center Webclient→Basic Function→Communication Channels→Define Email Profile

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