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FAQS – CTI INTEGRATION WITH LIVE ACTIVITY IN SAP HYBRIS CLOUD FOR CUSTOMER

1. You receive a call to CTI Live Activity Pane but you cannot create Tickets, Contacts or Individual Customers
   
   Cause: You have the wrong Quick Create view added to the Live Activity Pane.

   Solution: To solve this, you need to Adapt the Live Activity Pane and add the correct Quick Create, based on the scenario desired: Employee Support or Customer Support.

2. CTI Adapter is not Supported on Mac
   
   The Computer Telephone Integration (CTI) Adapter that allows the communication between C4C and a soft phone is not supported on Mac.

3. How to Disable the CTI Integration with C4C
   
   You can disable it from Business Configuration Scoping.

   Solution: Business Configuration work center -> Implementation Projects view -> Edit Project Scope -> Questions -> Show All Elements -> Expand Service -> Select Customer Care -> Select Service Request Management -> Uncheck Question - Do you want to Support Computer Telephony Integration (CTI).

4. In Silverlight UI, you received an error message while adapting the Live Activity pane for embedded CTI Integration: “Invalid custom pane definition: no assembly Specified
   
   There is no support for this feature in Silverlight, hence the error is show.

5. How to set up CTI to have names displayed for Individual Customers, Accounts and Contacts as well as Employees when receiving phone call
   
   1. The caller is an employee, maintained within the system: the employee’s name is displayed as expected.
   2. The call comes from an Individual Customer an Account or a Contact Person, maintained within the system: the name is not displayed.

   Resolution: To see the names of Individual Customers / Accounts / Contact Persons as well as Employees when receiving a phone call, the option number one needs to be active in the scoping (Not Employee Support).

   *The following are the options currently supported with the product.*

   1. With Customer Care enablement
      
      - Live Activity is enabled to search Individual Customers / Accounts / Contact Person by default
      - By setting the Business Option "Do you want to show employee information according to the incoming call" employees are also searched under Live Activity

   2. With Employee Support
      
      - Live Activity is enabled to search only for Employees
      - Enabling both Customer care and Employee support could work for Live Activity, however it may not fit to the overall features and it is not recommended to turn on both features.
De-scoping Employee support: Employee support can only be de-scoped, if there is no data in the system created through Employee support, such as tickets with the type Employee support (only certain data can be deleted from the system without the risk of causing inconsistencies). All elements for Employee Support must be un-checked in the scoping. If an error message is received during this procedure or when trying to save, please check for data created through Employee support (tickets with the type Employee support).

6. **The User is not able to see the Live Activity facet at the right pane.**
   The Business Configuration scoping question “Do you record phone calls” (under the Account and Activity Management Scoping Element) is not scoped in the system.

7. **In a call recording scenario of Live Activity with Contact Center, system records extra phone call if user has not picked the call.**
   As of now in the scenario where Control Center is involved, the C4C logic designed in a way that call get registered as soon as it gets allocated to a user.

8. **When you Perform a Call from Inside the Ticket Using the Live Activity the Call Does Not Appear Inside the Ticket as Interaction or Activity**
   This is currently the system behavior and it is based on how the system was designed, for now the Calls performed from inside the Ticket using the Live Activity functionality does not appear inside the Ticket as Interaction or Activity.

9. **Live Activity in not Support on C4C Mobile Extend App**
   Live Activity, and call center integration in general, is not yet supported in the C4C mobile extend app. At the moment, the app is focused on mobile scenarios, while for desktop scenarios (such as call center), so you should keep using the HTML5 UI / Fiori Client.

10. **You Cannot Find External Reference ID in the Phone Call Activity Created from CTI/Live Activity**
    This is the expected behavior of SAP Hybris Cloud for Customer. Storing the External ID as part of the Phone Call Activity is a feature we plan to develop in a future release, but it is not available yet.

    Resolution: You can extend the current solution using SDK/PDI to pass the External ID to the relevant field on the Phone Call Activity.
    Hint: You can create communication arrangement exposing the Phone Call Activity web service. And from the call wrap-up enhancement option, update the specific activity with the External ID from the call.

11. **When accessing the Live Activity Configuration option within the Administrator work center, you receive the message “UI application /BYD_COD/ServiceOnDemand/CTI/LiveActivity/LiveActivityConfiguration_QAF.QA.uicomponent is not in scope”**
    You need to enable Live Activity in Business Configuration Scoping.

    Solution: Business Configuration work center -> Implementation Projects view -> Select the First Implementation and select Edit Project Scope button. -> Go to Review Questions -> Show All Elements -> Expand Service -> Expand Customer Care -> Select Service Request Management -> Mark the question Do you want to Support Computer Telephony Integration (CTI).
12. **Access Restriction for Account is not working on Live Activity**

   In the Live Activity, if the user receives a call from a customer for which she is not authorized, the system will recognize the caller but in this case:

   a. on mouse, over, no information of account will appear for the user.
   b. the user will not be able to open the account by clicking on the account name.

   The account details will only be available if user has access to that account.

13. **You are trying to simulate a call, but it does not work and then you see that the local host for CTI is incorrect.**

   Local Host is not maintained correctly for this system. Please follow below steps to check the localhost:
   1. Click the F12 key on your keyboard or click the Tools icon of your browser and choose the F12 Developer Tools option.
   2. The Developer Tool window opens.
   3. Search for CTIMain.

   If this is the case, please raise an incident for support so that they can correct the same.

14. **You are in a CTI scenario and the browser states “This page is trying to load scripts from unauthenticated sources” when the Caller Pop-up should appear**

   Some browsers, such as Chrome treat these scripts as unsafe because these are coming from outside the browser. CTI Adapter is an external application for Google Chrome, and these real times running scripts are considered unsafe. This is done to safeguard from any actual harmful content over the Internet.

   Resolution:
   1. Right click on Chrome Desktop Shortcut Icon;
   2. Open Properties;
   3. Go to Shortcut tab;
   4. For the field Target, add --allow-running-insecure-content at the end of "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe".

   So it should look like: "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --allow-running-insecure-content", please note a space before adding the extra line.
   We highly recommend you not to do this, as all unsafe content over the Internet will be loading without any warning.

   **Safer option is to:**
   Load them manually every time or;
   Use Internet Explorer.
   Enable HTTPS integration with CTI Adapter on Business Configuration Settings.