

Number: 2002- 046
Date: March 2002

Notice of forthcoming Service Update 1 for TAPI SP 2.3 for the Meridian 1

Statement of TAPI SP server provisioning in relation to SAPphone* server

Introduction

This bulletin is being issued to give notification of the forthcoming Service Update 1 for TAPI SP 2.3 for the Meridian 1. One item of new functionality for the Service Update is compatibility with SAPphone*, the softphone interface to mySAP* customer relationship management (mySAP™ CRM) solutions.

This bulletin states the Nortel Networks position for server provisioning for the Service Update 1 for TAPI SP 2.3 for the Meridian 1.

SAP* Interface Certification

Nortel Networks*, a leader in customer contact and Interactive Voice Response (IVR) solutions, has achieved Symposium* TAPI Service Provider (SP) interface certification to enable the interaction of its computer telephony integration (CTI) solutions with SAPphone* based on mySAP.com* desktop applications.

This compatibility is achieved between Nortel Networks Symposium TAPI SP CTI middleware and SAPphone*, the softphone interface to mySAP* customer relationship management (mySAP™ CRM) solutions with the Service Update 1 for TAPI SP 2.3 from Nortel Networks contact center solutions. This integration will allow call center agents to perform incoming and outgoing telephony activities from their client PCs running mySAP CRM Customer Interaction Center for increased productivity.

The SAPphone-based integration enables the ability to screen pop customer data based on information collected by an IVR system connected to the Meridian* 1* and Symposium* Call Center Server. Nortel Networks Service Update 1 for TAPI SP 2.3 for the Meridian 1 provides fast deployment with out-of-the-box integration with the mySAP CRM Customer Interaction Center desktop without the need for complex configuration or custom development assuring timely deployment without business disruption.

Engineering Guidelines – TAPI SP Server provisioning

The engineering guidelines to be issued with Service Update 1 for TAPI SP 2.3 for the Meridian 1 will state the server engineering guidelines for deployment of the TAPI SP product. The TAPI SP product must be deployed on a server meeting the requirements of these guidelines in order to operate to design specification and meet the support requirements of Nortel Networks.

TAPI SP and SAPphone* server application co-residency engineering assessment and validation has not been conducted. The potential interaction effects of the two applications, and the potential impact upon server engineering resources, such as CPU and memory load is not known at this time.

Nortel Networks therefore do not recommend and are unable to support co-residency of the SAPphone* server application with Service Update 1 of the TAPI SP 2.3 for the Meridian 1.

Provisioning of the SAPHone* server application should follow the recommendations of mySAP™ CRM solutions.

Refer to the following SAP* Bulletins OSS 501643 and OSS 458628 for further information.

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