



**SYNTAX**

# CxLink Contact Center

| Integrate SAP CRM and S/4HANA with Amazon Connect

## Integrate SAP CRM Solutions with Amazon Connect's Contact Center Capabilities

Contact centers are far more complex than in the pure phone age. Customer service agents can communicate with customers and prospects by phone, email, video conferencing, social media, and other channels. Those agents need the latest corporate information to help provide rapid, accurate, and satisfactory customer service — information that may reside in your CRM systems.

If you are looking for a solution to link between SAP CRM or S/4HANA and Amazon Connect, CxLink Contact Center is your answer. CxLink is an SAP certified SaaS solution connecting the two complex applications, providing the most up-to-date information directly to your customer service agents.

Empower your service agents. Empower your customers. Bridge the two worlds of CRM and contact centers with CxLink Contact Center.

## CxLink Contact Center – Designed for Simplicity

Syntax CxLink Contact Center leverages Syntax's in depth knowledge of both SAP and AWS. It consolidates multiple AWS tools into a single product with a simple interface, providing more efficient, faster connectivity to your contact center and recovery of SAP data.

CxLink Contact Center is a software as a service (SaaS) offering. It bridges between the advanced capabilities of SAP CRM and AWS Connect to provide a modern, high performance, voice services to SAP CRM users. As a modern SaaS offering, CxLink Contact Center is secure, supporting multi-tenancy to keep all Syntax customer information separate and safe.

Whether you have a legacy call center solution and wish to move to a high performance, optimized solution such as Amazon Connect, or you are looking for your first voice system now that AWS offers a cost efficient cloud solution, CxLink Contact Center is your answer for simple integration of powerful voice technology into your SAP CRM environment.

## Key Features

- ✓ Cloud native: Designed and built for the cloud
- ✓ SAP Certified
- ✓ SaaS operations minimizes organizational impact and removes maintenance
- ✓ Multi-tenant support
  - » Separation of customers provides security and efficient operations
  - » Select your tenant size to optimize performance and cost, based on required concurrent call connections

## SAP Certified

CxLink Contact Center is SAP certified for the following SAP CRM functions:

- **Agent login and workmode handling**
- **Telephony Channel Functions**
- **Conference Handling**
- **Transfer Handling**
- **Consultation Handling**
- **Outgoing Call Handling**
- **Queue Presence**
- **Agent Presence**

CxLink Contact Center is approved for the following SAP Certification Scenario:

- **CA-ICI-CTI 3.07 – INTEGRATED COMMUNICATION INTERFACE - CTI**



**SAP® Certified**  
Integration with SAP Applications

## SAP Product Versions

- **SAP CRM 7.0 EhP 1 or higher**
- **SAP CRM 7.0 EhP 2 or higher for SAP HANA**
- **SAP S/4HANA for Customer Management (all versions supported)**