



**SAP ERP**

# **EMPLOYEE INTERACTION CENTER**

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### **1) What is the employee interaction center offering?**

The employee interaction center offered with the SAP® ERP application is a shared service center and help desk application. It delivers a cost-effective, service-oriented solution to HR departments and supports SAP customers in executing their HR service delivery and shared services strategy.

### **2) What is the product history of the employee interaction center?**

Interaction center functionality originated with the SAP Customer Relationship Management (SAP CRM) application and leverages CRM technology, based on the interaction center Web client (IC Web client). SAP CRM interaction centers are used in about 50% of the SAP CRM customer installations. In 2003, this interaction center functionality was combined with an earlier release of the SAP ERP Human Capital Management (SAP ERP HCM) solution to provide a “project” solution called the employee interaction center (EIC). In response to business demands and requirements of SAP’s customers, SAP now offers two standard EIC deployment options:

- Employee interaction center with SAP ERP
- Employee interaction center with SAP CRM

### **3) When is a standard release planned for the employee interaction center?**

Starting in 2005, SAP introduced a standard EIC solution, with two deployment options:

- Employee interaction center with SAP ERP
- Employee interaction center with SAP CRM

Both solutions are generally available.

### **4) How does the standard EIC offering differ from the EIC project solution?**

The employee interaction center is delivered by SAP as standard functionality that can be deployed in SAP ERP (SAP ERP HCM) as well as in SAP CRM. As an SAP standard offering, the new employee interaction center includes standard maintenance and development support provided by SAP. The EIC project solution is not a standard product; therefore, maintenance support is not provided by SAP. Additional consulting and development effort is required for complete integration when using the project solution.

### **5) What deployment options are available with the employee interaction center in 2005?**

In 2005, SAP started offering two flexible deployment options for the employee interaction center. The two deployment options include employee interaction center with SAP ERP and employee interaction center with SAP CRM. Customers can choose the option that best fits their business and IT strategy. Both deployment options are standard products that offer comparable interaction and call center functionality.

### **6) How do I know which deployment option (SAP CRM or SAP ERP) to choose?**

Both of the EIC solutions available (SAP CRM and SAP ERP) offer comparable functional scope; however, one solution may be a better fit for your organization, depending on your company's business needs, project scope, and requirements. To determine which solution is the "best fit" for your company, you should discuss your requirements in detail with your SAP customer engagement manager or account executive. In general, there are two main criteria to consider when making a decision, based on the following questions:

- Is there a need to connect to multiple back-end systems for business process outsourcing?
- Is there a requirement for CRM-specific functions for campaign management or advanced e-mail response management functionality?

With these questions in mind, you and your SAP customer engagement manager or account executive can analyze your particular business processes and system landscape requirements to find the most suitable solution.



### **7) How does the *employee interaction center* differ from the *interaction center*?**

The interaction center available with SAP CRM was developed to support CRM functionality for sales, marketing, service, and analytics as well as marketing processes for a company's external customers. It forms the foundation to support multichannel customer interactions and collaboration with telesales, telemarketing, customer service, analytics, and process support. The employee interaction center available with SAP ERP focuses specifically on the needs and expectations of HR departments and their internal or external customers. HR organizations of all sizes can use the employee interaction center to maintain effective communication channels with a distributed workforce. Employees contacting the employee interaction center with HR inquiries have one single point of contact, via multiple communication channels, through a centralized delivery channel. This solution enables an HR team to provide employee service in a quality-oriented manner to support their HCM service delivery and shared services strategy.

### **8) What makes the *employee interaction center* better than competitive offerings?**

The employee interaction center with SAP ERP offers inherent integration without incurring the high costs associated with building and maintaining additional interfaces. Overall, using a third-party solution increases cost and time to implement, and typically requires additional maintenance and upgrade issues, thereby increasing your total cost of ownership. Because the employee interaction center is integrated within SAP ERP, any HR transaction can be supported by the employee interaction center, so EIC agents can maximize their efficiency and avoid multiple logons to different HR applications. With workflow technology and functionality, tasks can be routed easily from agents in the front office to experts in the back office (next level of support) using the same application. As a result, all of the different business roles involved in the resolution of a service request can maximize their overall productivity.

SAP also delivers out-of-the-box integration with existing portal roles, such as employee self-service (ESS) and manager self-service, so employees can contact an EIC agent directly from the portal when they have questions.

The employee interaction center with SAP ERP allows customers to leverage their existing investment in SAP ERP and enables the implementation of an HCM shared services strategy.

SAP has proven its financial viability in HCM. With over 10,000 HCM customers and over 11 million ESS users in 32 countries, SAP continues to demonstrate its 20+ years of commitment to HCM. With seamless integration to self-services for managers and employees, the employee interaction center allows customers to maximize their initial return on investment and expand the reach and convenience of service offerings available to all employees.

SAP has also demonstrated proven success with SAP CRM. The SAP CRM interaction center functionality is used in approximately 50% of customer installations, among them call centers with more than 700 agents and a workload of more than 25,000 interactions per day. The interaction center is a proven technology for seamless and flexible integration of many different kinds of processes into the user interfaces of contact center agents.

#### **9) What are the infrastructure requirements to implement the employee interaction center with SAP ERP?**

The employee interaction center (IC Web client) with the SAP ERP application requires SAP ERP Central Component 6.0 as the ERP back-end software and SAP NetWeaver® 2004s as the platform.

To use specific EIC functionality or support third-party integration, the following additional components may be required:

- The knowledge search function requires the SAP search engine (third-party integration is possible).
- Third-party computer telephony integration can be used to integrate the telephone system with the employee interaction center.

#### **10) What are the infrastructure requirements to implement the employee interaction center with SAP CRM?**

The employee interaction center (IC Web client) with the SAP CRM application requires the SAP CRM 5.0 component as the CRM software and SAP ERP Central Component 6.0.

To use specific EIC functionality or support third-party integration, the following additional components may be required:

- The knowledge search function requires the SAP search engine (third-party integration is possible).
- Third-party computer telephony integration can be used to integrate the telephone system with the employee interaction center.



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