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Gplus Adapter 8.0 for SAP ICI Multi-Channel Deployment Guide

Configuring which Work Modes are sent to SAP

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Configuring which Work Modes are sent to SAP

If your enterprise supports many blended work modes and you are concerned that your agent's productivity might be reduced if all are listed, you can now limit the work modes that agents see in their SAP CRM Work Modes selection box.

Starting with 8.0.210.00, the Adapter allows you to specify which blended work modes are not sent to SAP, and thus won't appear in the Work Modes selection box.

Configuring work modes that are not sent

1. Open the `gp_resources.properties` file, which is located in the Adapter directory.
2. For each work mode that you do not want sent to SAP, specify an empty string for the description.
3. Save the file.

Any work mode identified with this empty string will not be sent to the SAP side in `userChanged` events. For example: `Workmode_mixed_12` = means that the work mode with ID = `Workmode_mixed_base + 12 = 112` is not sent to SAP.

All other work modes are configured and function as described according to the *Gplus Adapter 8.0 for SAP ICI Multi-Channel Deployment Guide*. See the **Configuring Agent Work Modes** section of the *Configuration the Agent Place* chapter.

Important

Be aware that making these configuration changes impacts the auto-generation process for blended work modes. As such, once you specify that certain blended work modes not be sent to SAP, you will be completely responsible for the accuracy of your blended work mode configuration.

Configuration Examples

Example 1

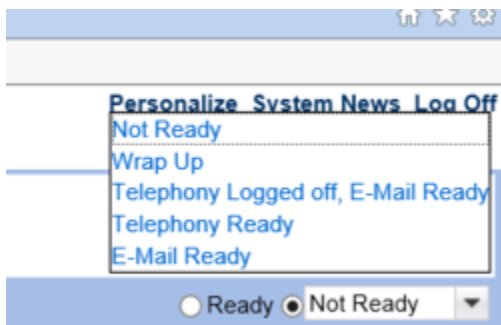
Only two channels are enabled in the Adapter: *Telephony* and *E-Mail*. The blended work modes section of the default `gp_resources.properties` looks like the following:

```
Workmode_mixed_base =100
```

```
Workmode_mixed_21 =  
Workmode_mixed_23 =Telephony Ready  
Workmode_mixed_32 =E-Mail Ready  
Workmode_mixed_13 =  
Workmode_mixed_31 =
```

As a result of this configuration,

- The following blended work modes appear in the SAP UI:
 - Telephony Ready
 - E-Mail Ready
 - Telephony Logged off, Email Ready, that was auto-generated
- The following blended work modes do not appear in the SAP UI because they have an empty string for the description:
 - Telephony Ready, E-Mail Logged off
 - Telephony Logged off, Email Not Ready
 - Telephony Not Ready, E-Mail Logged off



Example 2

Only two channels are enabled in the Adapter: *Telephony* and *E-Mail*. The blended work modes section of the default `gp_resources.properties` looks like the following:

```
Workmode_mixed_base =100  
Workmode_mixed_12 =  
Workmode_mixed_21 =
```

Workmode_mixed_23 =Telephony Ready

Workmode_mixed_32 =E-Mail Ready

Workmode_mixed_13 =

Workmode_mixed_31 =

As a result of this configuration,

- The following blended work modes appear in the SAP UI:
 - Telephony Ready
 - E-Mail Ready
- The following blended work modes do not appear in the SAP UI because they have an empty string for the description:
 - Telephony Logged off, E-Mail Ready
 - Telephony Ready, E-Mail Logged off
 - Telephony Logged off, Email Not Ready
 - Telephony Not Ready, E-Mail Logged off

