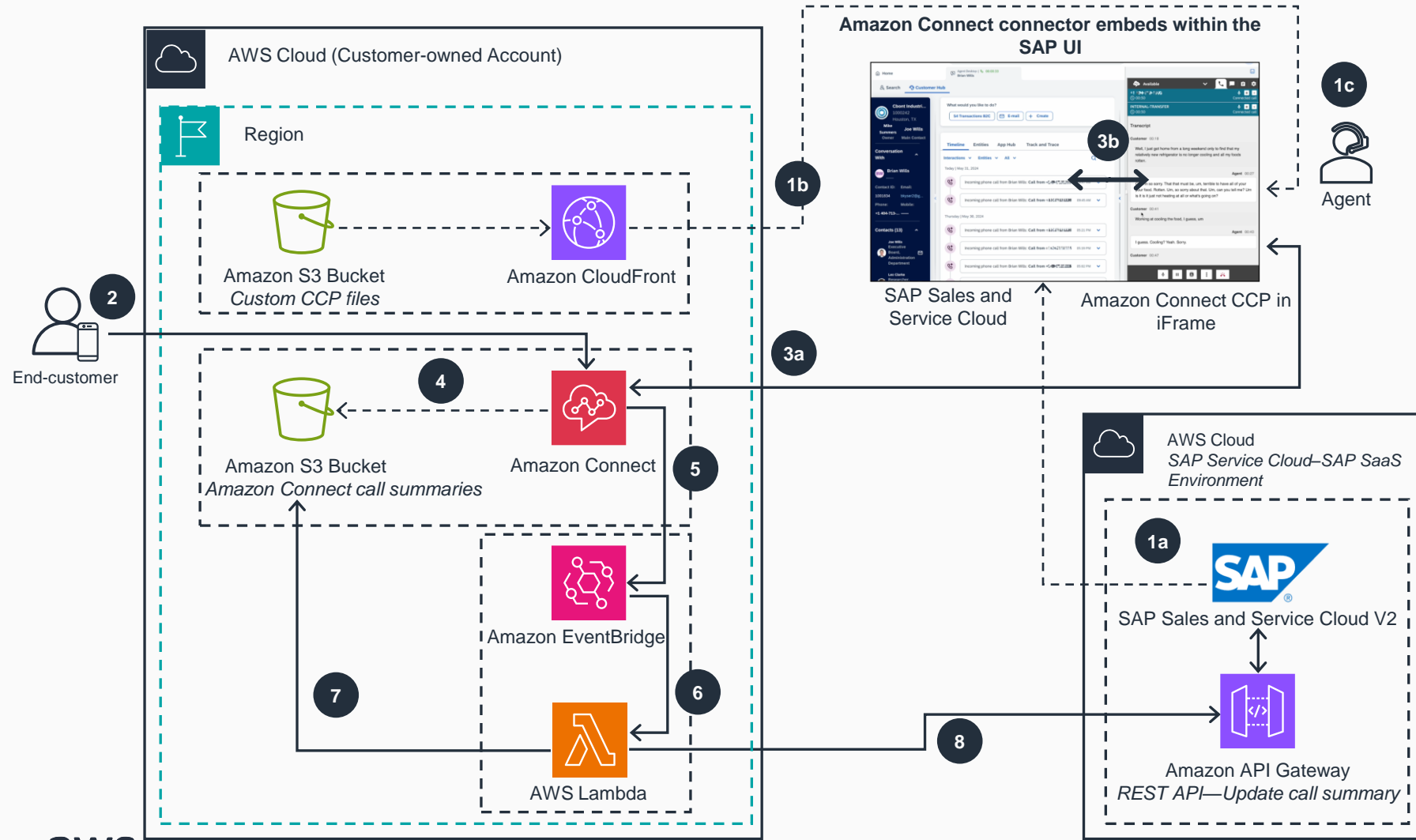


# Guidance for Integrating Amazon Connect with SAP Sales and Service Cloud on AWS

This architecture diagram illustrates how to effectively integrate Amazon Connect with SAP Sales and Service Cloud on AWS.



- 1a** The SAP Sales and Service Cloud is a software-as-a-service (SaaS) hosted in a SAP managed AWS account.
- 1b** The Connector/Contact Control Panel (CCP) files are stored in an **Amazon Simple Storage Service** (Amazon S3) bucket, making it available through **Amazon CloudFront** as a static site. An administrative user deploys the sample code accompanying this Guidance. The sample code can be used to integrate the CCP with the SAP Sales and Service Cloud through an iFrame integration within the browser.
- 1c** An agent logs in to the SAP Sales and Service Cloud with their SAP credentials. The agent then logs in to the CCP using their **Amazon Connect** agent credentials and sets themselves as available.
- 2** An end-customer with an issue calls the help desk number.
- 3a** **Amazon Connect** routes the call to the available agent.
- 3b** The custom CCP communicates with the SAP Sales and Service Cloud through browser events. The SAP Sales and Service Cloud processes the information it received through these browser events.
- 4** When the call ends, **Amazon Connect** sends a call summary to the respective **Amazon S3** bucket.
- 5** After the call, **Amazon Connect** sends an event to **Amazon EventBridge**.
- 6** **EventBridge** triggers an **AWS Lambda** function based on a rule match.
- 7** Based on the event details, the **Lambda** function fetches the call summary from the **Amazon S3** bucket.
- 8** Using a REST API provided by **Amazon API Gateway**, the **Lambda** function sends the summary to the SAP Sales and Service, which then displays the call summary as part of the call record.