

ESee Ticketing



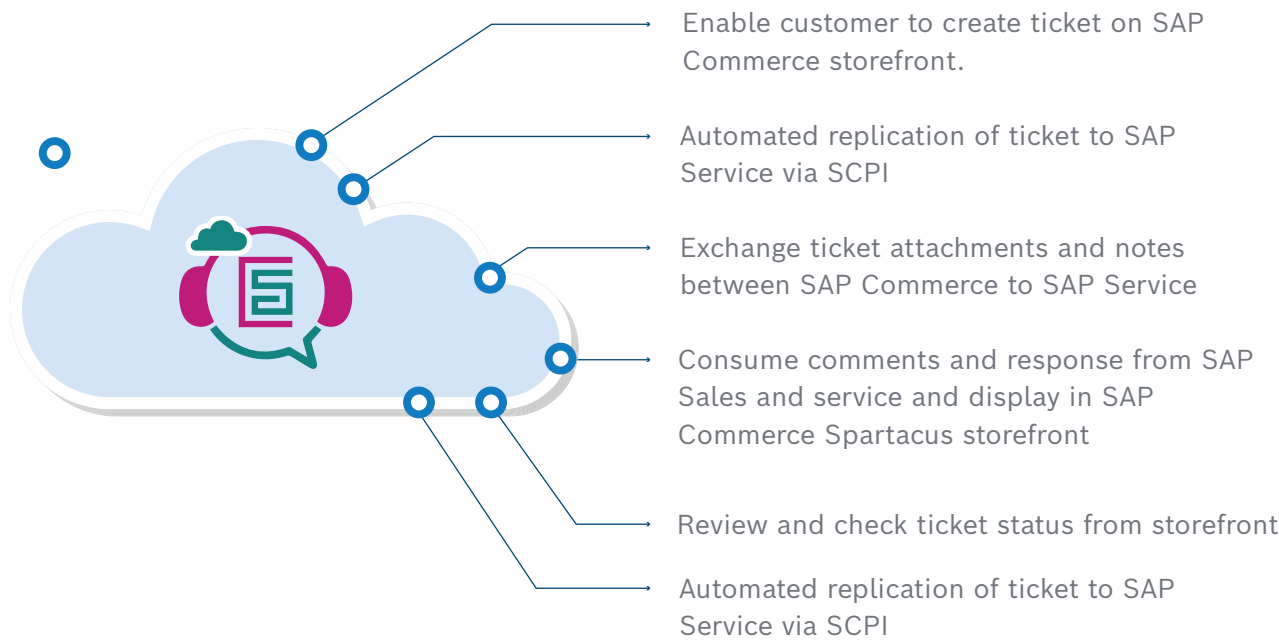
Solution Overview

ESee Ticketing is a solution that enables seamless flow of Tickets between SAP Commerce Cloud and SAP Service Cloud using SAP BTP Integration Suite (CPI). This empowers service agents to perform contextual ticket handling and improve their productivity thereby achieving faster resolution time and higher customer satisfaction.



Solution Feature

Bridge the gap between SAP Commerce and SAP Service ticketing through our ready to use ESee Ticketing solution.



Solution Benefits - Value



Higher Customer Experience

- Personalized ticket handling for customer
- Shorter resolution time



Cost Effectiveness

- Plug and Play based integration solution using SAP BTP Integration Suite
- Enables enterprises to be fast and avoid reinventing the wheel



Connected Systems

Seamless E2E ticket management between SAP Commerce and SAP Service – handling attachments, updates, status etc



Operational Excellence

- Increased efficiency in handling service requests
- Empowered Service Agents

Customer

SAP Commerce

SCPI

Sales Service

Service Agent

