Certificate
SAP INTEGRATION CERTIFICATION

SAP SE hereby confirms that the interface software
for the product

ccConn 5.0

of the company TC&C Ltd

has been certified for integration with SAP CRM 7.0 EHP3 via the
SAP integration scenario ICI-CTI 3.07.

This certificate confirms the existence of product features in accordance
with SAP certification procedures. SAP only certifies successful integration of the
product with SAP solutions. Vendor is responsible for the product itself and its
error-free operation.

The certification test is documented in report no.7834
and expires May 31st 2019.

> Vendor Hardware: AIX
> Vendor Operating System: Windows 7
> SAP Test System: SAP CRM 7.0 EHP3

This configuration meets the requirements for connecting ccConn 5.0 to SAP
applications.

Certified Functions:

> Agent login and workmode handling
> Telephony Channel Functions
> Conference Handling
> Transfer Handling
> Outgoing Call Handling
> Consultation Handling
> Queue Presence
> Agent Presence
> Free Seating

Remote, June 1st, 2016

Saurav Chetry, SAP Labs, Canada

SAP Certified
Integration with SAP Applications