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# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Configuration with Channel Integration Framework (CIF) version 1.0

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Procedure to configure the Adapter with CIF V1.0.

## Introduction

If you have already installed the Gplus Adapter, the following procedure explains how to configure the Microsoft Dynamics 365 Channel Integration Framework (CIF) application version 1.0.

### Important

Before proceeding with the following steps, make sure your Microsoft Dynamics 365 has been configured with **Channel Integration Framework (CIF) version 1.0**. If it has not, comply with the following external page's indications: How to get Dynamics 365 Channel Integration Framework.

1. Open the CIF application by clicking the Microsoft Dynamics 365 **list menu** and selecting **Channel Integration Framework**.
2. Create a new channel provider by clicking **+ New**.
3. Provide the following parameters:
  - **Name:** any name
  - **Label:** Gplus Adapter for MS Dynamics 365
  - **Channel URL:** [https://webresources/softphon\\_index\\_wwe.html](https://webresources/softphon_index_wwe.html)
  - **Enable Outbound Communication:** Yes/No
  - **Channel Order:** 1
  - **API Version:** 1.0
  - **Trusted Domain:**
  - **Custom Parameters:** {"InstanceURL": "", "Logo": "/webresources/softphon\_microsoft.png", "Width": 470}

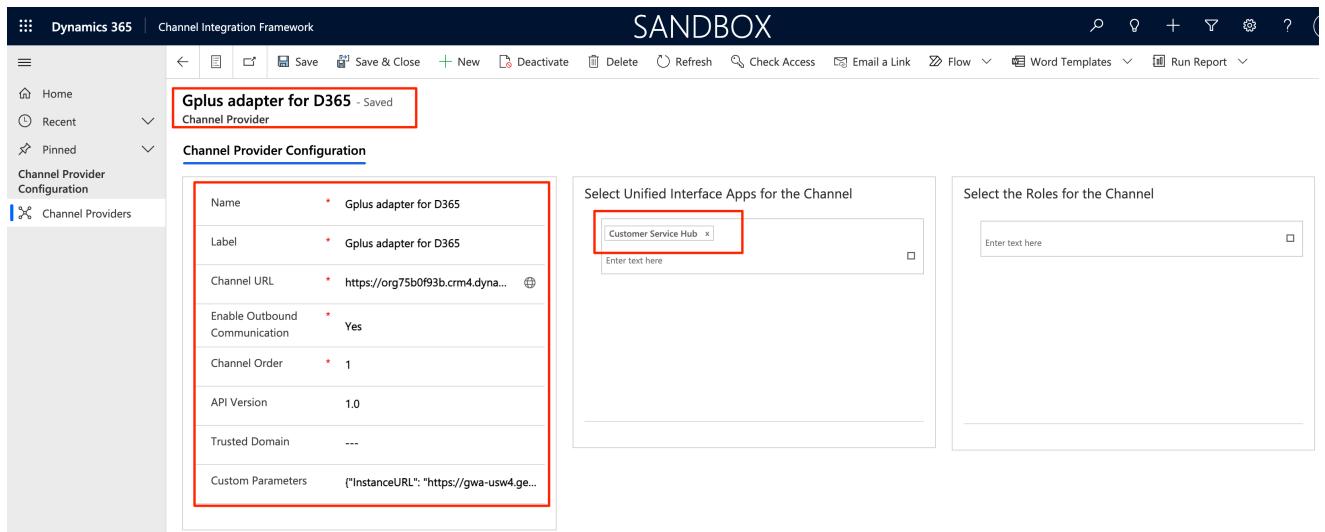
Select the channel integration framework application

The screenshot shows the Microsoft Power Apps portal. The left sidebar has a 'Power Apps' tab highlighted with a red box. Under 'Apps', there's a list of applications including 'Customer Service Hub', 'Sales Hub', 'Customer Service workspace', 'Customer Service admin center', 'Channel Integration Framework' (which is also highlighted with a red box), 'Resource Scheduling', 'Dynamics 365 App for Outlook', 'Sales Team Member', and 'Solution Health Hub'. The 'Channel Integration Framework' row shows it was modified 6 months ago by Domenico Di Giorgio.

create the new configuration like before describe

The screenshot shows the 'Channel Integration Framework' configuration page in Dynamics 365. The top navigation bar has 'Dynamics 365' and 'Channel Integration Framework' tabs, with 'Channel Integration Framework' highlighted and a red box around it. The toolbar includes 'Show Chart', 'New' (highlighted with a red box), 'Delete', 'Refresh', 'Email a Link', 'Flow', 'Run Report', and 'Excel Templates'. The main area displays 'Active Channel Providers' with a table. A red box highlights the 'Gplus adapter for D365' entry in the list. The table columns are 'Name' (sorted by ascending name), 'Ch...', and 'Label'. There are two entries: 'Gplus adapter for D365' and another entry whose label is partially obscured.

and complete all fields.



## Important

When filling out the **Channel URL** field, you have to replace with your own Microsoft Dynamics 365 domain.

## Important

When filling out the **Custom Parameters** field, you have to replace with your own (for example "https://gwa-usw4.genesyscloud.com/ui/wwe/api.js"). Please note that it is important to include the full path to api.js toolkit api javascript library.

## Configuring logo and menu buttons

The following procedure explains how to configure the **softphon\_iwsconfigCIFWWE.js** JavaScript file:

1. Select the Web Resources Zip File (**GplusD365forCIF.zip**).
2. Open **softphon\_iwsconfigCIFWWE.js**:



Solution: Gplus D365 for CIF

Information

Solution Gplus D365 for CIF

Component Type All

	Display Name ↑	Name	Type	State	Customizable	Description
<input type="checkbox"/>	softphon_iwprescript_wwe.js	softphon_iwprescript_...	Web Resource	Unmanaged	True	
<input type="checkbox"/>	softphon_iwsconfigCIFUSDWW...	softphon_iwsconfigCI...	Web Resource	Unmanaged	True	
<input checked="" type="checkbox"/>	softphon_iwsconfigCIFWWE.js	softphon_iwsconfigCI...	Web Resource	Unmanaged	True	
<input type="checkbox"/>	softphon_iwsconfigCIFWWEv2.js	softphon_iwsconfigCI...	Web Resource	Unmanaged	True	
<input type="checkbox"/>	softphon_iwscriptCIFUSDWWE.js	softphon_iwscriptCIF...	Web Resource	Unmanaged	True	
<input type="checkbox"/>	softphon_iwscriptCIFWWE.js	softphon_iwscriptCIF...	Web Resource	Unmanaged	True	
<input type="checkbox"/>	softphon_iwscriptCIFWWEv2.js	softphon_iwscriptCIF...	Web Resource	Unmanaged	True	

in the popup copy and modify the code below like you prefer

```
var params = {
context: this,
integrationType: "wwe",
layoutType: "widget",
stylePath: "/webresources/softphon_wwe_mainstyle.css",
instance: window.Softphone.InstanceURL,
layoutPath: "/webresources/softphon_wwe_mainui.html",
branding: window.Softphone.Logo,
plugins: [
{ path: "/webresources/softphon_wwe_mainui.js",
className: "mainui",
objectName: "mainui",
parameters: { "topView": "CommunicatorView" }
},
{ path: "/webresources/softphon_wwe_interactionbar.js",
className: "interactionbar",
objectName: "interactionbar",
parameters: { "TOOLTIP": { "voice": "callType,direction,call.state,call.phoneNumber" } }
}
];
log.setLevel(enumLogLevel.debug);
$(document).ready(function(){
iwscore.initCTI(params);
iwscore.enableCTI();
});
```

Key	Value	Description
branding	default: window.Softphone.Logo  possible value: any valid logo web resources (for example "/webresources/softphone_microsoft.png")	default: logo is retrieved from CIF configuration  possible value: path where the file name is stored

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Key	Value	Description
topView	default: CommunicatorView possible value: CommunicatorView, PerformanceTrackerView	possibility to visualize menu buttons outside the list menu

If you are interested in screen pop configuration, check Screen pops configuration.