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# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Configuration with Channel Integration Framework (CIF) version 1.0

8/13/2025

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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
  - 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

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	Resource Scheduling	··· 6 mo ago	Domenico Di Giorgio
	Dynamics 365 App for Outlook	··· 6 mo ago	SYSTEM
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and complete all fields.

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Configuration	Name * Gplus adapter for D365	Select Unified Interface Apps for the Channel	Select the Roles for the Channel			
	Label * Gplus adapter for D365	Customer Service Hub × Enter text here	Enter text here			
	Channel URL * https://org75b0f93b.crm4.dyna 🕀					
	Enable Outbound * Yes					
	Channel Order * 1					
	API Version 1.0					
	Irusted Domain Custom Parameters ("Instance) IBI": "https://www.usud.ee					
	t instanceOkL : https://gwa-usw4.ge					

#### 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 not 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:

#### Power Apps

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Solution Gplus D365 for CIF		Comp	oner	nt Type All				$\sim$
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Client Extensions			۲	softphon_iwprescript_wwe.js	softphon_iwprescript	Web Resource	Unmanaged	True
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• Plug-in Assemblies		-						
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Service Endpoints	11							
Dashboards			<b></b>	softphon_iwsconfigCIFWWEv2.js	softphon_iwsconfigCI	Web Resource	Unmanaged	True
Dialog Boxes	U.							
Reports			۲	softphon_iwscriptCIFUSDWWE.js	softphon_iwscriptCIF	Web Resource	Unmanaged	True
Connection Roles	U.							
Article Templates			۲	softphon_iwscriptCIFWWE.js	softphon_iwscriptCIF	Web Resource	Unmanaged	True
Contract Templates		_						
Email Templates	1	$\Box$	۲	softphon_iwscriptCIFWWEv2.js	softphon_iwscriptCIF	Web Resource	Unmanaged	True

in the popup copy and mofify 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.setLogLevel(enumloglevel.debug);
$(document).ready(function(){
iwscore.initCTI(params);
iwscore.enableCTI();
```

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Кеу	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

Кеу	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.