GENESYS

Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Configuration with Channel Integration Framework (CIF) version 1.0

5/20/2026

Contents

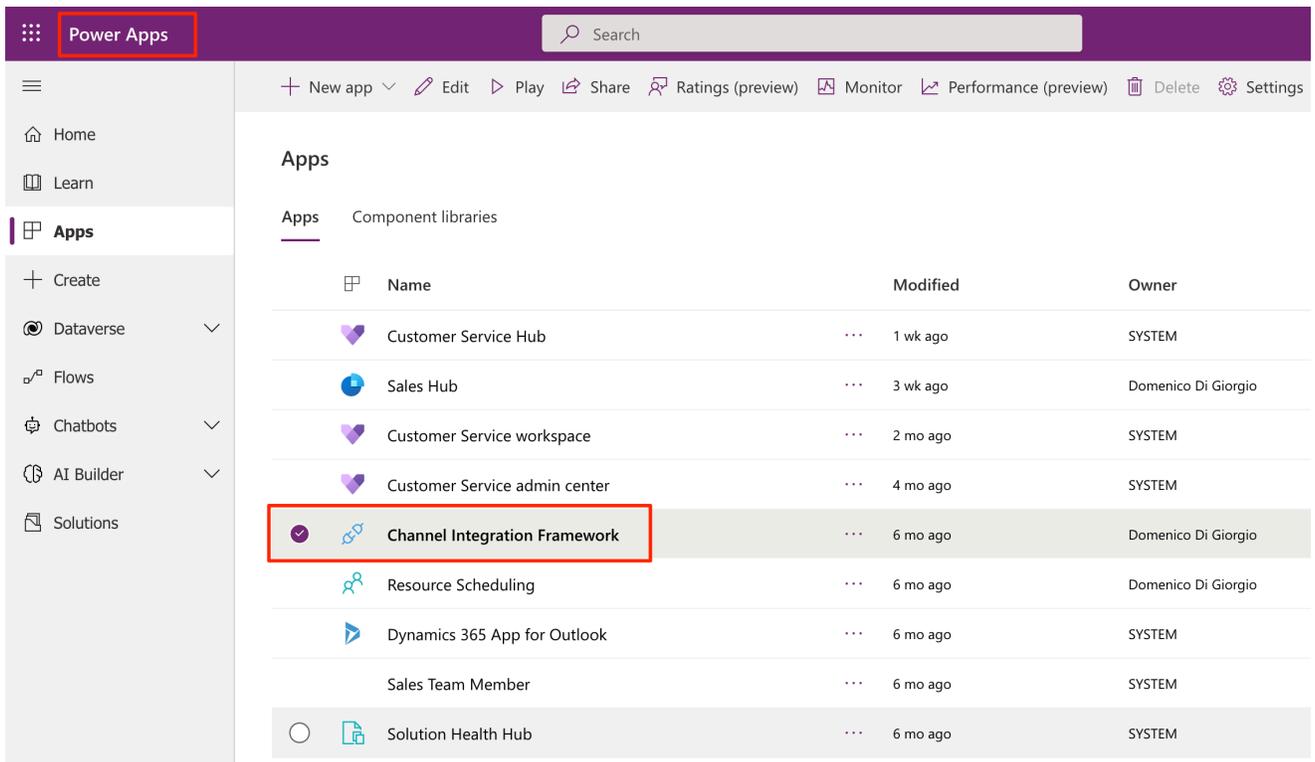Procedure to configure the Adapter with CIF V1.0.

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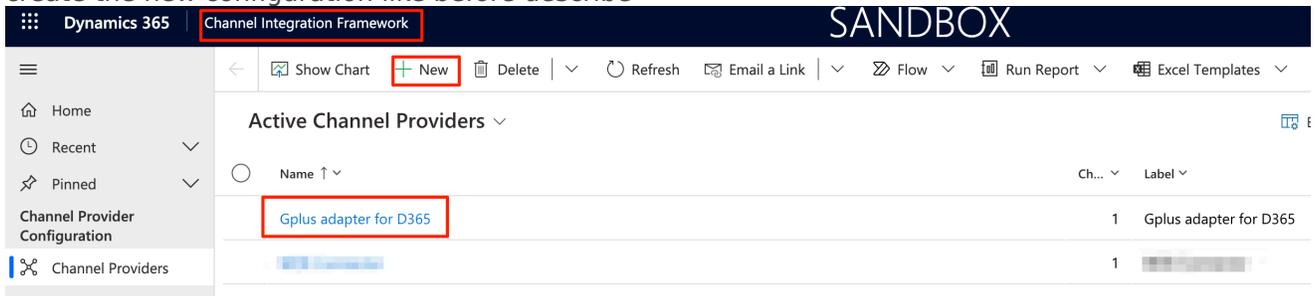
> ### Important
> Before proceeding with the following steps, make sure your Microsoft Dynamics 365 has been configured with **Channel Integration Framework (CIF) version 1.0**. If it has not, comply with the following external page's indications: How to get Dynamics 365 Channel Integration Framework.

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:**

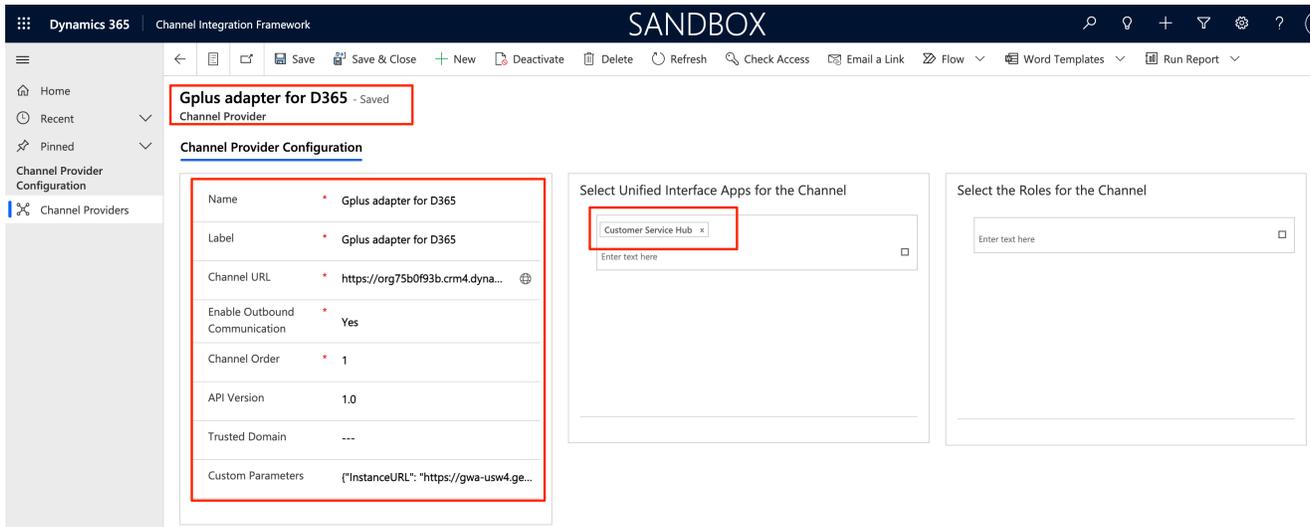   - **Custom Parameters:** {"InstanceURL": "", "Logo": "/webresources/softphon_microsoft.png", "Width": 470}

Select the channel integration framework application

create the new configuration like before describe

and complete all fields.

> **Important**
>
> When filling out the **Channel URL** field, you have to replace with your own Microsoft Dynamics 365 domain.
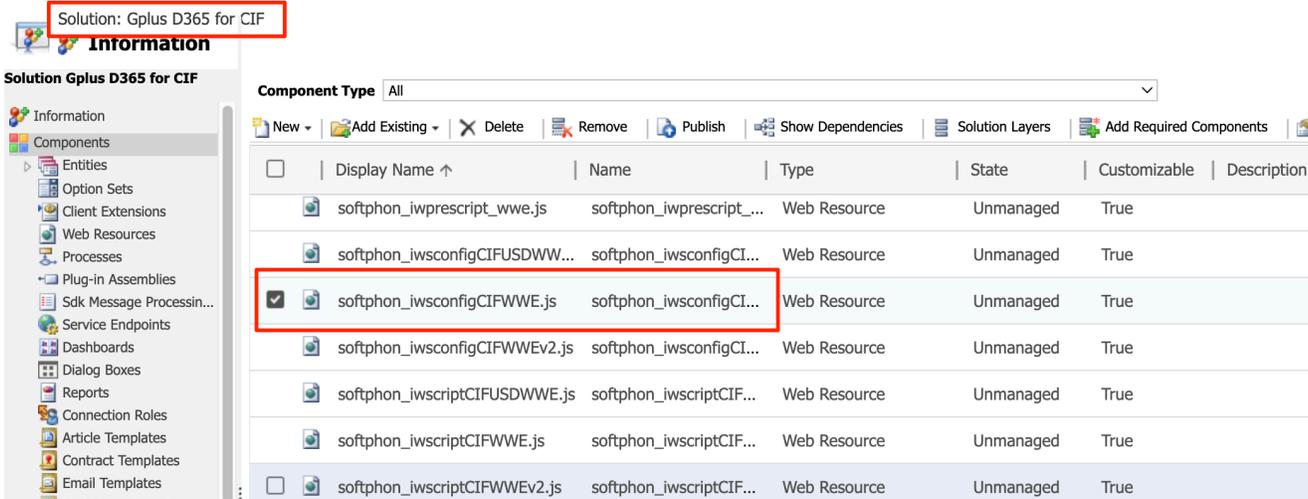
> **Important**
>
> When filling out the **Custom Parameters** field, you have to replace with your own (for example "https://gwa-usw4.genesyscloud.com/ui/wwe/api.js"). Please not that it is important to include the full path to api.js toolkit api javascript library.

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**:

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();
});
```

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

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.