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Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Configuration with Channel Integration Framework (CIF) version 2.0

8/8/2025

Contents

- 1 Introducation
- 2 Assigning users to the new provider
- 3 Configuring logo and menu buttons
- 4 Importing Configuration Data

Procedure to configure the Adapter with CIF V2.0.

Introducation

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 2.0.

Important

The Gplus Adapter equally works with Customer Service workspace and Omnichannel for Customer Service.

Important

Since most users have the **Customer Service workspace**, this manual will mainly refer to it as standard. However, the two applications' configuration is exactly the same.

Important

Before proceeding with the following steps, make sure your Microsoft Dynamics 365 has been configured with **Channel Integration Framework (CIF) version 2.0**. If it has not, comply with the following external page's indications: How to get Dynamics 365 Channel Integration Framework.

- Navigate to the Make Power Apps website and log in with the same system administrator's credentials.
- In the upper right, set the environment where you want to enable the Adapter.
- Select **Apps** in the left-hand menu.
- Click the three-dot icon next to Customer Service workspace and choose App profile manager from the menu.

| | Power Apps | | | | | | P |
|---|------------|--------|-------|-------|--------------------------------------|-----------------------|---|
| - | | | + Net | w app | ✓ Ø Edit ✓ ▷ Play LA Share | Performance (preview) | 🗄 Monitor 🗊 Delete 🔇 |
| â | Home | | Anne | | | | |
| n | Learn | | Apps | | | | |
| P | Apps | | Apps | Co | omponent libraries (preview) | | |
| ł | Create | | | ₽ | Name | | Modified |
| | Data | \sim | | v | Customer Service Hub | | 3 d ago |
| P | Flows | | • | | Customer Service workspace (Preview) | | 1 mo ago |
| þ | Chatbots | ~ | | o | Field Service | 01 | idit > |
| 3 | AI Builder | \sim | | | Unified Service Desk Administrator | Þ | |
| 3 | Solutions | | | • | Sales Hub | 10 m | ihare Performance (preview) |
| | | | | ø | Connected Field Service | | Monitor |
| | | | | RR | Resource Scheduling | | Delete |
| | | | | ÷ | Project Service | 0 1 | Settings |
| | | | | 0 | Field Service Mobile | | Details |
| | | | | e | Workflow Editor App | | Deactivate App pro <u>file</u> manager |
| | | | | | Project Resource Hub | | 11 mo ago |
| | | | | R | Solution Health Hub | | 11 mo ago |

If both Customer Service workspace and Omnichannel for Customer Service are enabled, both will be listed. All links available in the related drop-down menus will lead to the same URLs because the set-up procedure is exactly the same.

• Click **App profiles** in the left-hand menu, then **+ New profile**.

| III Power Apps / | App profile | e manager |
|---------------------------|-------------|---|
| = | | + New profile 🖒 Refresh |
| ᢙ Home | | |
| App profiles | | App profiles |
| Security Customer Service | w ^ | Name |
| Settings | С' | 🗄 Customer Service workspace - default pr |
| Channel provider | С' | |
| Templates | | |
| Session templates | | |
| Application tabs | | |
| Notifications | | |
| Productivity | | |
| Smart assist | | |
| Agent scripts | 5 | |
| Macros | | |
| | | |

- Fill the form displayed on the right as follows, the click **Save**:
 - Name: any name
 - Unique name: _anyname

is an example of how the profile can be named. When filling out the **Unique name** field, you have to replace with your organization name.

- Click the new profile to open it and select the **Channels** tab.
- Click + Add channel providers in the Voice channel providers box, then select Create a new channel provider in Unified Interface, which will open in a new tab.

| | Power Apps App profile | e manager | |
|---|--------------------------|---|---|
| = | | + New profile $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$ | |
| ŵ | Home | GPLUS profile | |
| | App profiles | Customize the user experience of this profile. Learn more | |
| 8 | Customer Service w ∨ | If this is turned on, every channel you have set up in Omnichannel for Customer Service will be included in this app profile. Learn more | Voice channel providers Add a independent voice channel to this app profile. Learn more + Add channel providers |

A box might appear and invite you, once you are done in the Unified Interface, to return to the profile created and complete the setup.

- Provide the following parameters:
 - Name: any name
 - Unique Name: _anyname
 - Label: Gplus Adapter for MS Dynamics 365
 - Channel URL: https:///webresources/softphon_CIFWWEv2.html
 - Enable Outbound Communication: Yes/No
 - Channel Order: 1
 - API Version: 2.0
 - Trusted Domain:
 - Custom Parameters: {"InstanceURL": , "Logo": "/webresources/softphon_microsoft.png", "Width": 470}
 - Enable Analytics: Yes/No

Important

is an example of how the profile can be named. When filling out the **Unique name** field, you have to replace with your organization name.

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.

- Save and go back to App Profiles in Power Apps.
- Click again + Add channel providers in the Voice channel providers box, then start typing your provider's name and it will be displayed. Click it and it will automatically be saved.

Assigning users to the new provider

While previously one could choose a security role for each user, now you have to assign specific users to the provider you have just created:

• Click **Assign users** on the upper menu. The Unified Interface will open in a new tab.

| | Power Apps App profile | Power Apps App profile manager | | | | | | |
|---|--------------------------|--|--|-------------------|--|--|--|--|
| = | | + New profile & Assign users | | | | | | |
| ŵ | Home | GPLUS profile | | | | | | |
| ۵ | App profiles | Customize the user experience of this profile. Learn more | | | | | | |
| 8 | Customer Service w \vee | General Session templates Productivity pane Channels Omnichannel for Customer Service If this is turned on, every channel you have set up in Omnichannel for Customer Service will be included in this app profile. Learn more If you need an Omnichannel for Customer Service add-in to use this feature. Get a free trial O You need an Omnichannel for Customer Service add-in to use this feature. Get a free trial If get of the service add-in to use this feature. Get a free trial | Voice channel providers Add a independent voice channel to this app pro GPLUS + Add channel providers | ofile. Learn more | | | | |

• Select **Add Existing User** and leverage the lookup function to select them, then click **Add**. All selected users will be displayed in the App profile's **General** tab.

| _ | | | | | | | | | |
|---------|-----------------|-----|---|--------------------|---------|-----------------------------|--|---------------|-------|
| === | Dynamics 365 | Gui | stomer Service Hub | P Search | | | SANDBOX @ | | ⊽ ⊜ ? |
| = | | | ○ O Refresh Q ₆ Check Access L ^A Share D ^A Email a Link D ^A Flow ∨ 4 Word Templates ∨ | 🗑 Run Report 🗸 | | | | | |
| @ | Home | | GPLUS profile | | | | | | |
| \odot | Recent | ~ | App profile - Users ~ | | | | | | |
| st. | Pinned | ~ | General Related | | | | | | |
| My V | Vork | | Users | | | Add Existing User O Refresh | v ^a Flow ∨ ⊡ Run Report ∨ ♥ | Excel Templat | s v i |
| 10 | Dashboards | | ✔ Full Name ↑ ∨ Stre ∨ | Business Unit 🗸 | Title V | Main Phone V | Territory V | | |
| 2 | Activities | | | | | | | | |
| Cust | omers | | | | | | | | |
| 3 | Accounts | | | No data available. | | | | | |
| 8 | Contacts | | | | | | | | |
| 12 | Social Profiles | | | | | | | | |



Configuring logo and menu buttons

The following procedure explains how to configure the **softphon_iwsconfigCIFWWEv2.js** JavaScript file:

- Select the Web Resources Zip File (GplusD365forClF.zip).
- Open softphon_iwsconfigCIFWWEv2.js:

```
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 www 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();
```

});

| 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 | | |
| 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.

Importing Configuration Data

In the configuration with the Channel Integration Framework (CIF) version 2.0, JavaScript files are not enough: the Gplus Adapter also needs the Configuration Data offered by Microsoft (**Session templates** and **Application tabs**) required by users to design the desired graphic interface.

Import the following package through the Data Migration Utility Tool:

• GplusD365forCIF_USD_9_0_003_00_ConfigurationData.

Once you have imported the package, the Tool will create Application tabs under the Active Session Templates.

Important

To install or download the **Data Migration Utility Tool**, follow the indications provided at the following external page: Download tools from NuGet.

Once you have imported the package, the Tool will create Application tabs under the Active Session Templates.