



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Configuration with Channel Integration Framework (CIF) version 2.0

Contents

- [1 Introduction](#)
- [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.

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 2.0.

Important

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

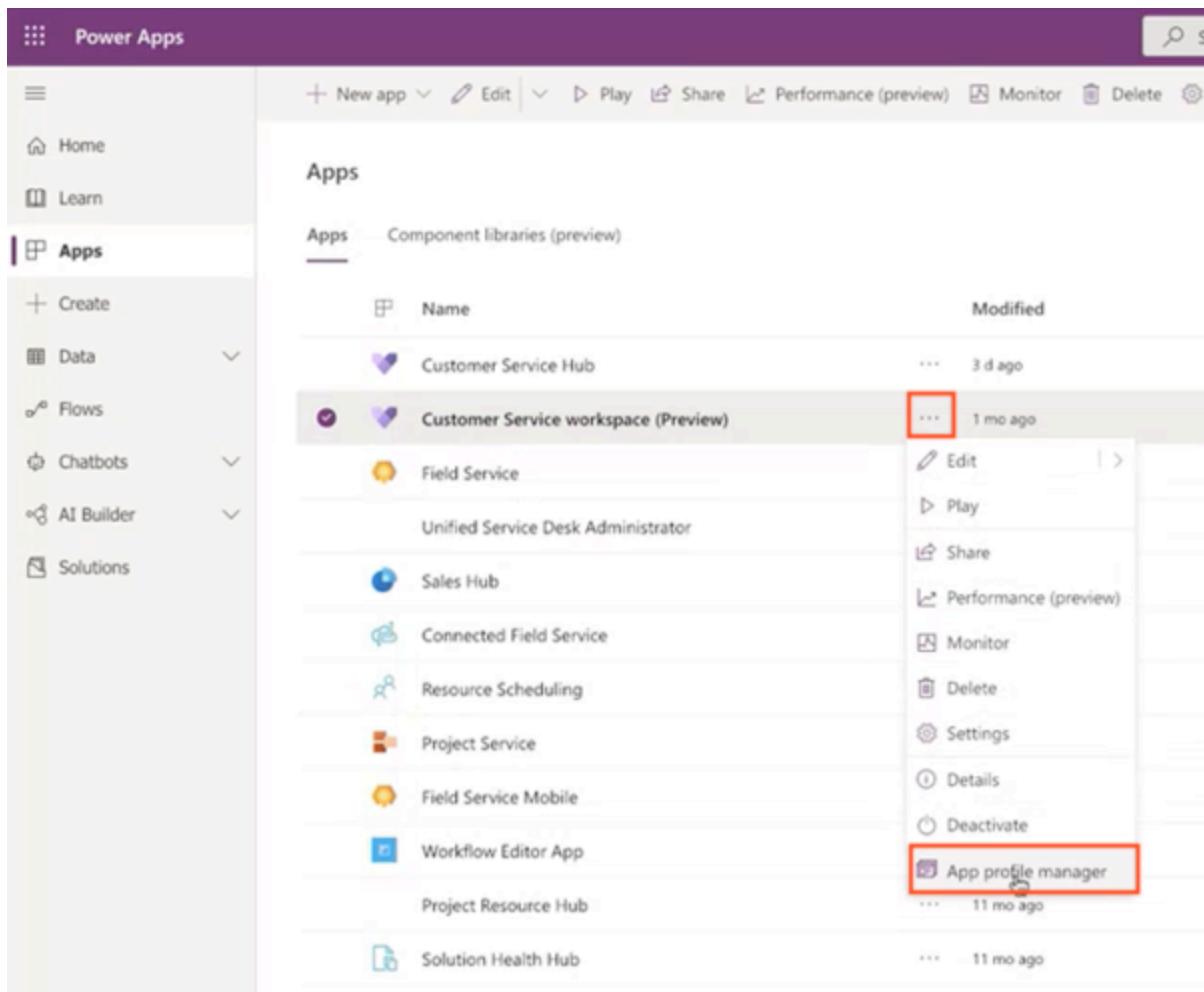
Important

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.



The screenshot shows the Microsoft Power Apps portal. The left sidebar is visible with various options like Home, Learn, Apps (which is selected and highlighted in purple), Create, Data, Flows, Chatbots, AI Builder, and Solutions. The main area is titled 'Apps' and shows a list of available components. The 'Customer Service workspace (Preview)' app is selected and highlighted with a purple icon. A context menu is open for this app, listing options: Edit, Play, Share, Performance (preview), Monitor, Delete, Settings, Details, Deactivate, and App profile manager. The 'App profile manager' option is highlighted with a red box.

Name	Modified
Customer Service Hub	3 d ago
Customer Service workspace (Preview)	1 mo ago
Field Service	
Unified Service Desk Administrator	
Sales Hub	
Connected Field Service	
Resource Scheduling	
Project Service	
Field Service Mobile	
Workflow Editor App	
Project Resource Hub	11 mo ago
Solution Health Hub	11 mo ago

Important

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**.

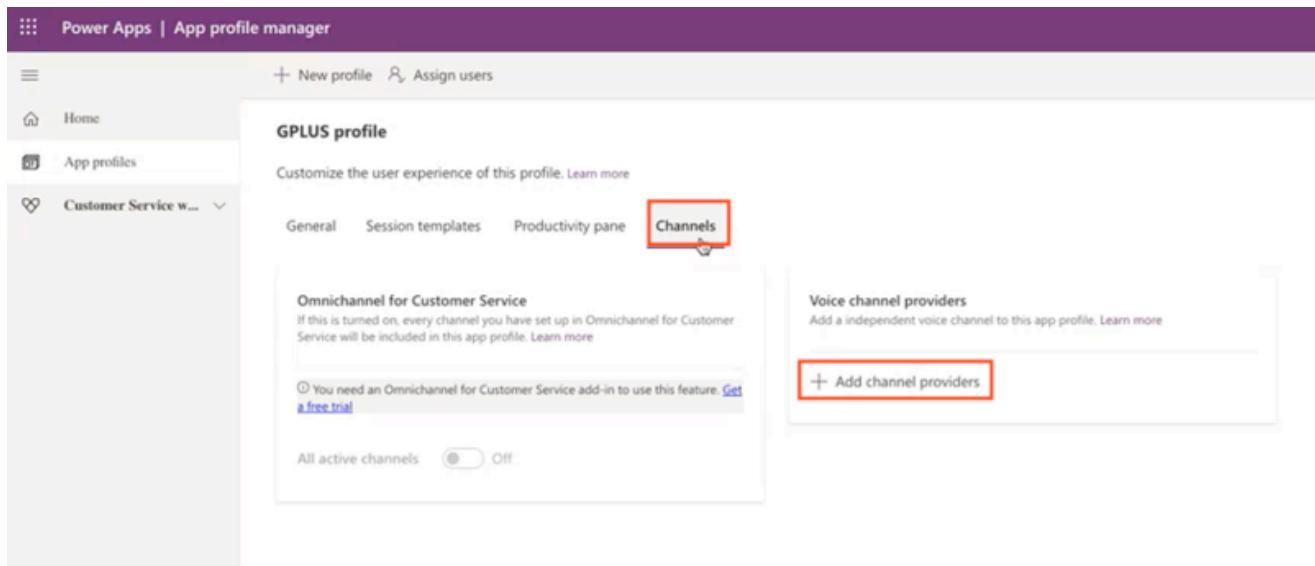
The screenshot shows the 'Power Apps | App profile manager' interface. The left sidebar has a 'Customer Service workspace' section expanded, showing 'Settings', 'Channel provider', 'Templates' (with 'Session templates', 'Application tabs', and 'Notifications'), and 'Productivity' (with 'Smart assist', 'Agent scripts', and 'Macros'). The main area is titled 'App profiles' and shows a table with one row. The row contains a small icon, the name 'Customer Service workspace - default profile', and a 'Name' column with the same text. The 'New profile' button in the top right is highlighted with a red box.

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

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.

- 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.



Important

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.

Important

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

Important

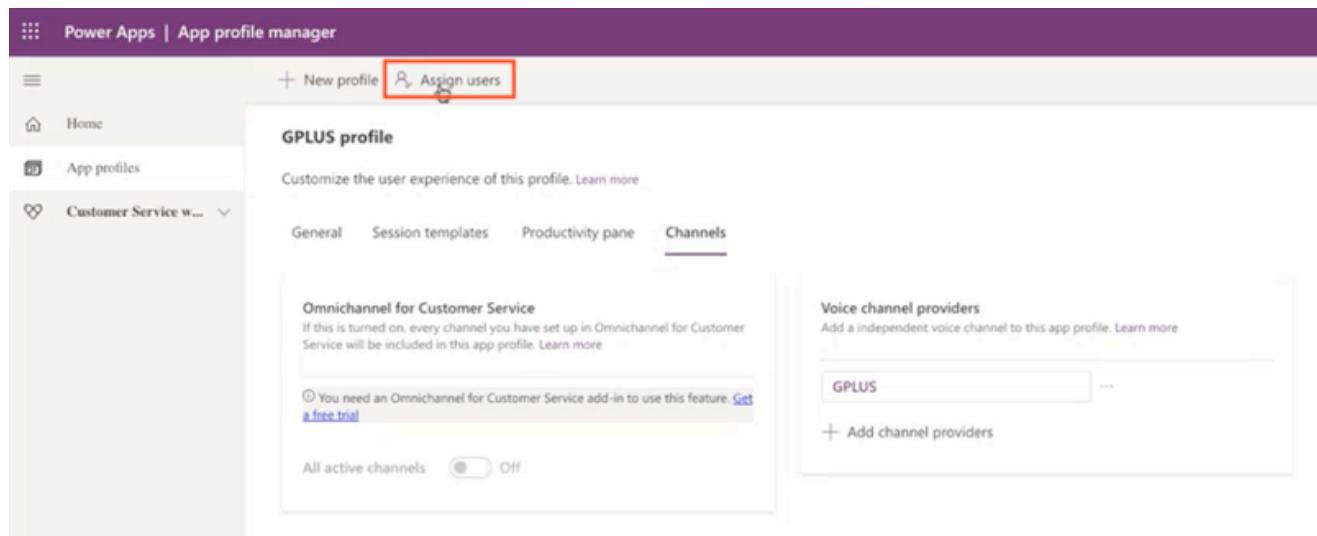
When filling out the **Custom Parameters** field, you have to replace with your own (for example "https://gwa-usw4.genesyscloud.com/ui/wwe/api.js"). Please note that it is important to include the full path to api.js toolkit api javascript library.

- **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.

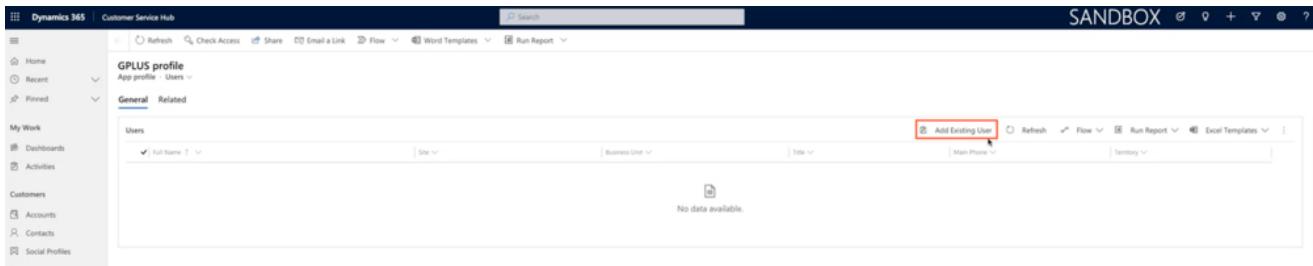
Assigning users to the new provider

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.



- 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.



Important

When users open the Customer Service workspace (or Omnichannel for Customer Service), the system verifies if they have a specific App profile. If so, it will check to which provider it is associated and will display the Gplus Adapter for Microsoft Dynamics 365.

Configuring logo and menu buttons

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

- Select the Web Resources Zip File (**GplusD365forCIF.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_wwe_interactionbar.js",
      className: "interactionbar",
      objectName: "interactionbar",
      parameters: { "T00LTIP": { "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
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.