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# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Configuration with Channel Integration Framework (CIF) version 2.0

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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.

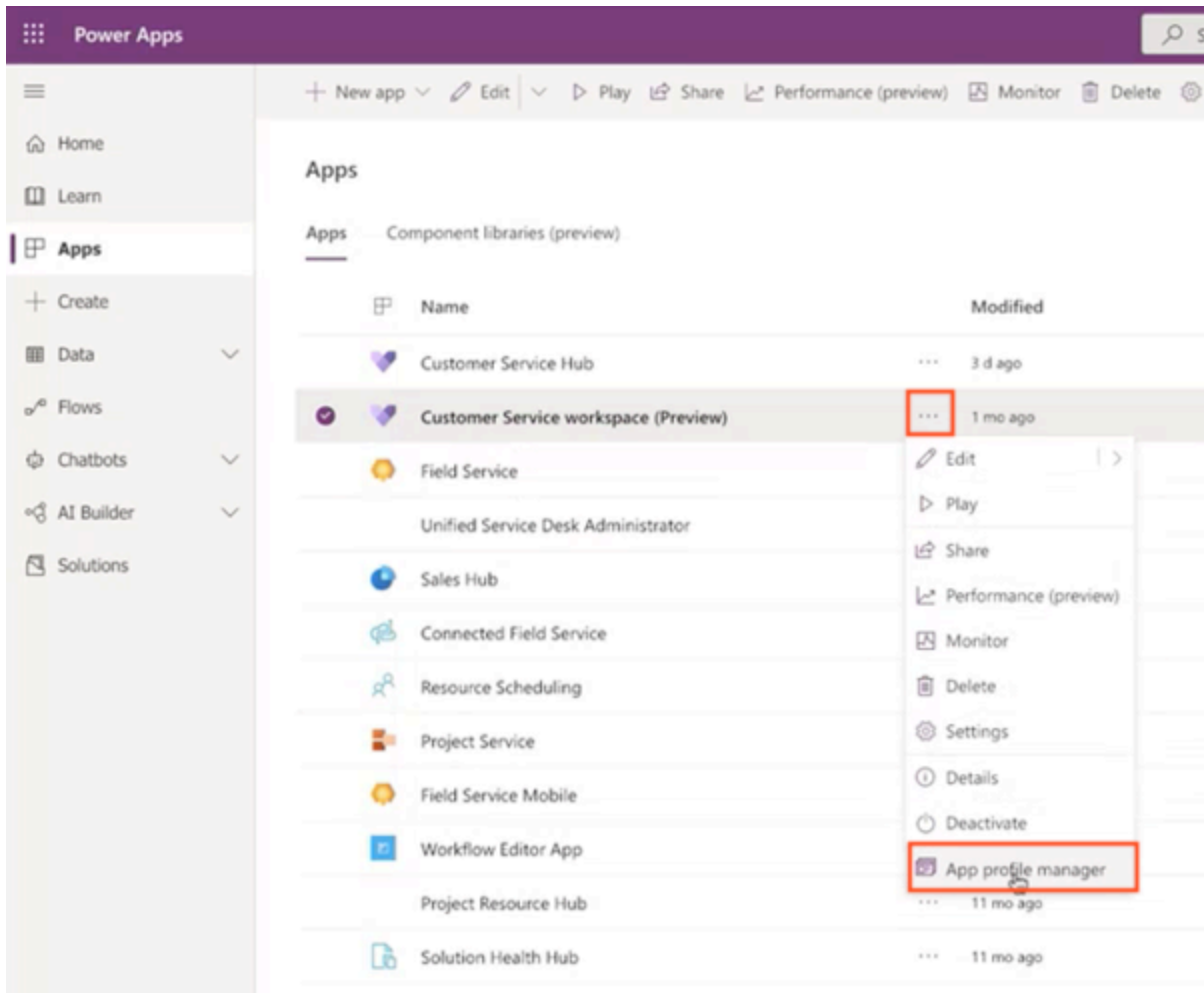
### Important

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](#).

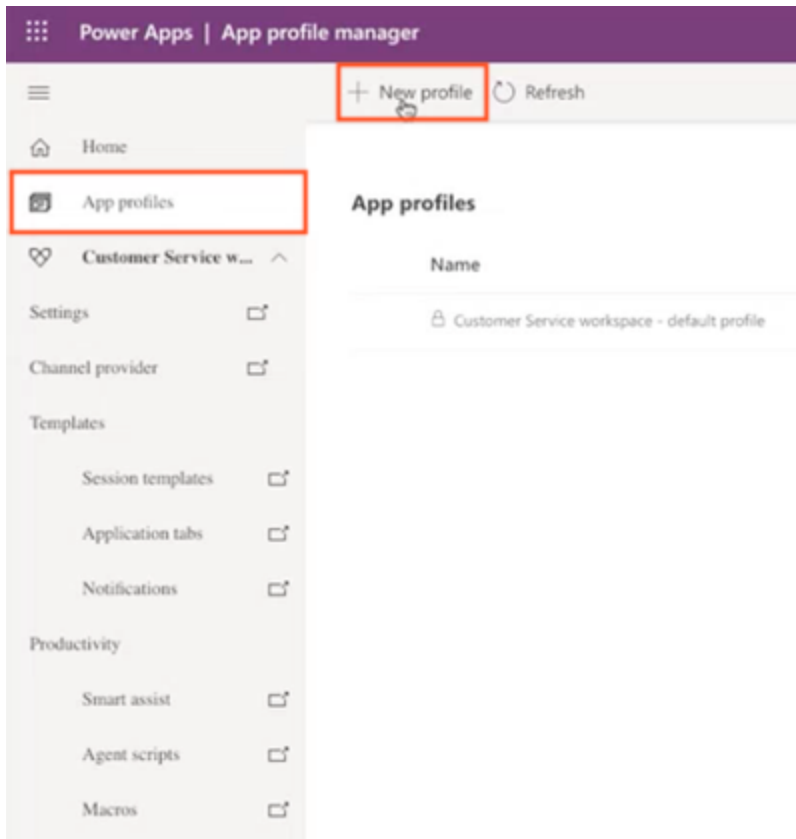
- Navigate to the Make Power Apps website and log in with the same system administrator's credentials.
- In the upper right, set the environment where you want to enable the Adapter.
- Select **Apps** in the left-hand menu.
- Click the **three-dot icon** next to Customer Service workspace and choose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



## 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**.

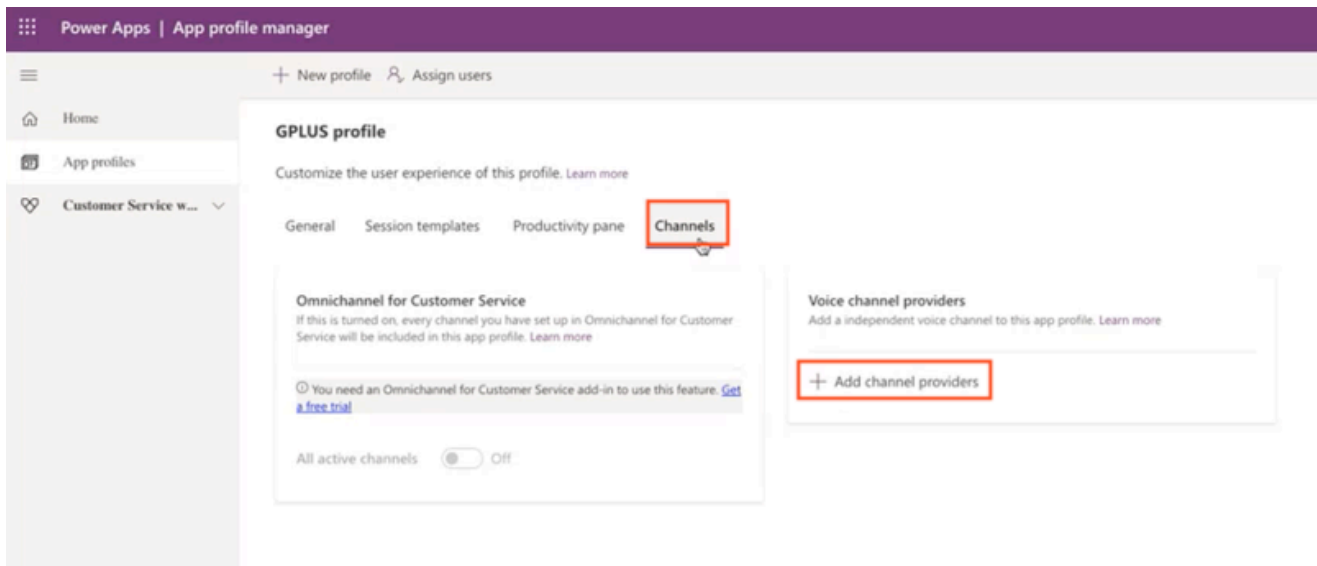


- Fill the form displayed on the right as follows, then click **Save**:
  - **Name:** any name
  - **Unique name:** \_anyname

## 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

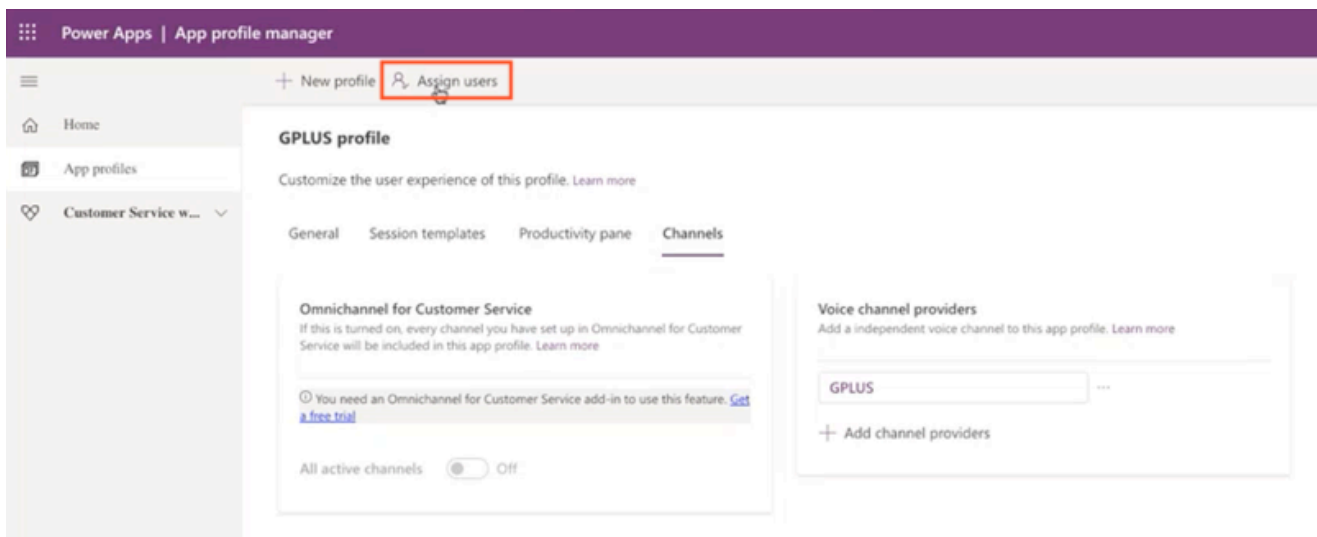
When filling out the **Custom Parameters** field, you have to replace with your own (for example "https://gwa-usw4.genesyscloud.com/ui/wwe/api.js"). Please note that it is important to include the full path to api.js toolkit api javascript library.

- **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.

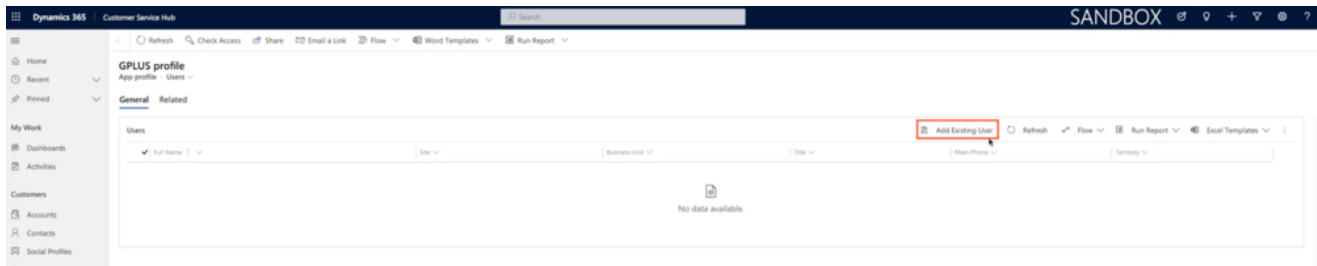
## Assigning users to the new provider

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: { "TOOLTIP": { "voice": "callType,direction,call.state,call.phoneNumber"} }
}
];log.setLogLevel(enumloglevel.debug);
$(document).ready(function(){
iwscore.initCTI(params);
iwscore.enableCTI();
```

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```
});
```

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.