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# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Configuration in Microsoft Unified Service Desk (USD)

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Procedure to configure the Adapter with Microsoft USD.

If you have already installed the Gplus Adapter, the following procedure explains how to configure the Microsoft USD application.

### Important

Before proceeding with the following steps, make sure your Microsoft Dynamics 365 has been configured with **Channel Integration Framework (CIF) version 1.0 or 2.0**. If it has not, comply with the following external page's indications: [How to get Dynamics 365 Channel Integration Framework](#).

Configuration steps:

1. Open the Microsoft Dynamics 365 application and click **Settings**, then **Unified Service Desk**.
2. Select **Hosted Control** and go to **Gplus CIF Adapter**.
3. Provide the following parameters:
  - **Sort Order:** any value
  - **Unified Service Desk Component Type:** Channel Integration Framework
  - **Hosting Type:** Chrome Process
  - **Custom Parameters:** `https://webresources/softphon:CIFWWEUSD.html?data={"InstanceURL": "", "CustomFlow": true, "CustomerPrefix": "softphon", "MakeCall": true, "Logo": "/webresources/softphon_microsoft.png"}`

### Important

When filling out the **Custom Parameters** field, you have to replace with your own (for example "https://gwa-usw4.genesyscloud.com/"). The same applies to **Customer Prefix** if required.

## Configuring logo and menu buttons

The following procedure explains how to configure the **softphon\_iwsconfigCIFUSDWWE.js JavaScript file**:

1. Select the Web Resources Zip File (**GplusD365forCIF.zip**).

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## 2. Open `softphon_iwsconfigCIFUSDWWE.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();
});
```

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.