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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**).

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](#).