GENESYS™

Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

How to configure the Workflow Designer

5/26/2026

Contents

Steps to configure the Workflow Designer.

Creating a new unmanaged solution

> ### Important
>
> This section and all information related to the **Workflow Designer** only apply to Microsoft Dynamics 365 with **Channel Integration Framework (CIF) version 1.0**.

Unlike the Workflow Designer installation, which is deployed with the managed solution, to enable the Gplus Adapter for Microsoft Dynamics 365 to work with the Workflow Designer, you have to create a new **unmanaged solution** based on the following JavaScript file:
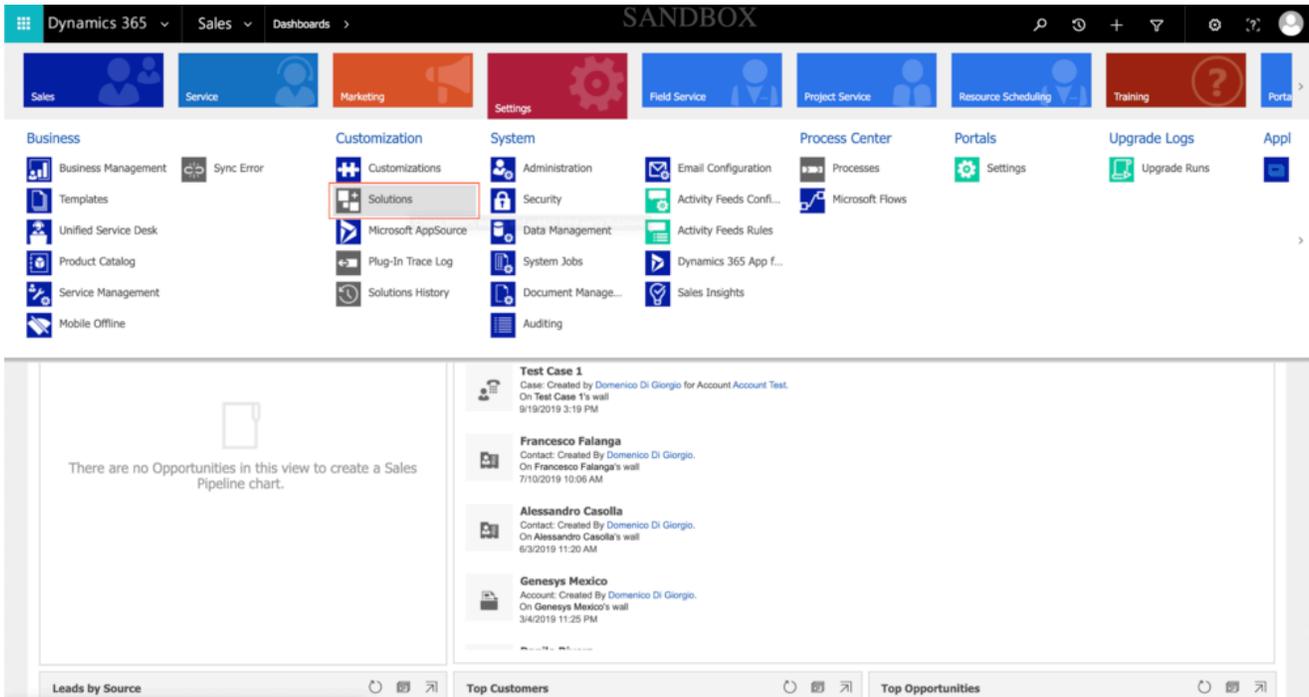
- **_workflows.js**
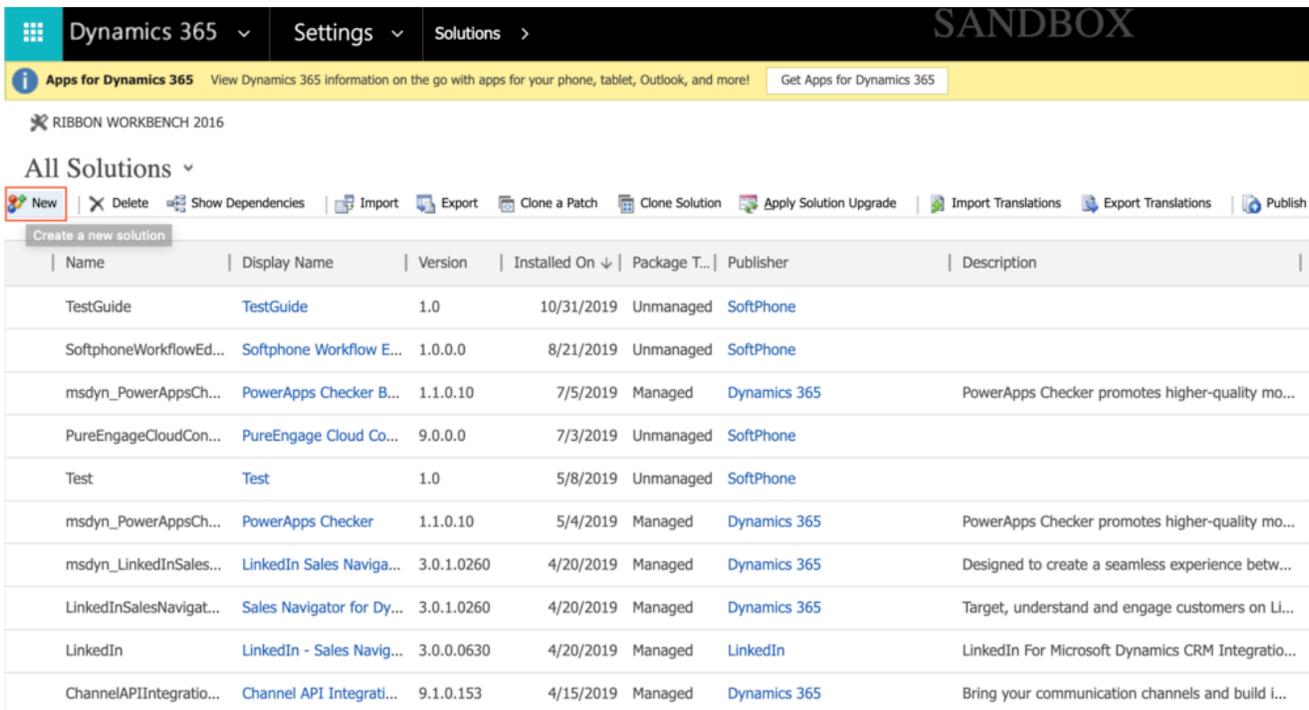
> ### Important
>
> is an example of how the file is named. Once you generate the unmanaged solution, your organization name will take the place of .

Follow this procedure.

Go in **Settings** and select **Solutions** from the Customization menu.
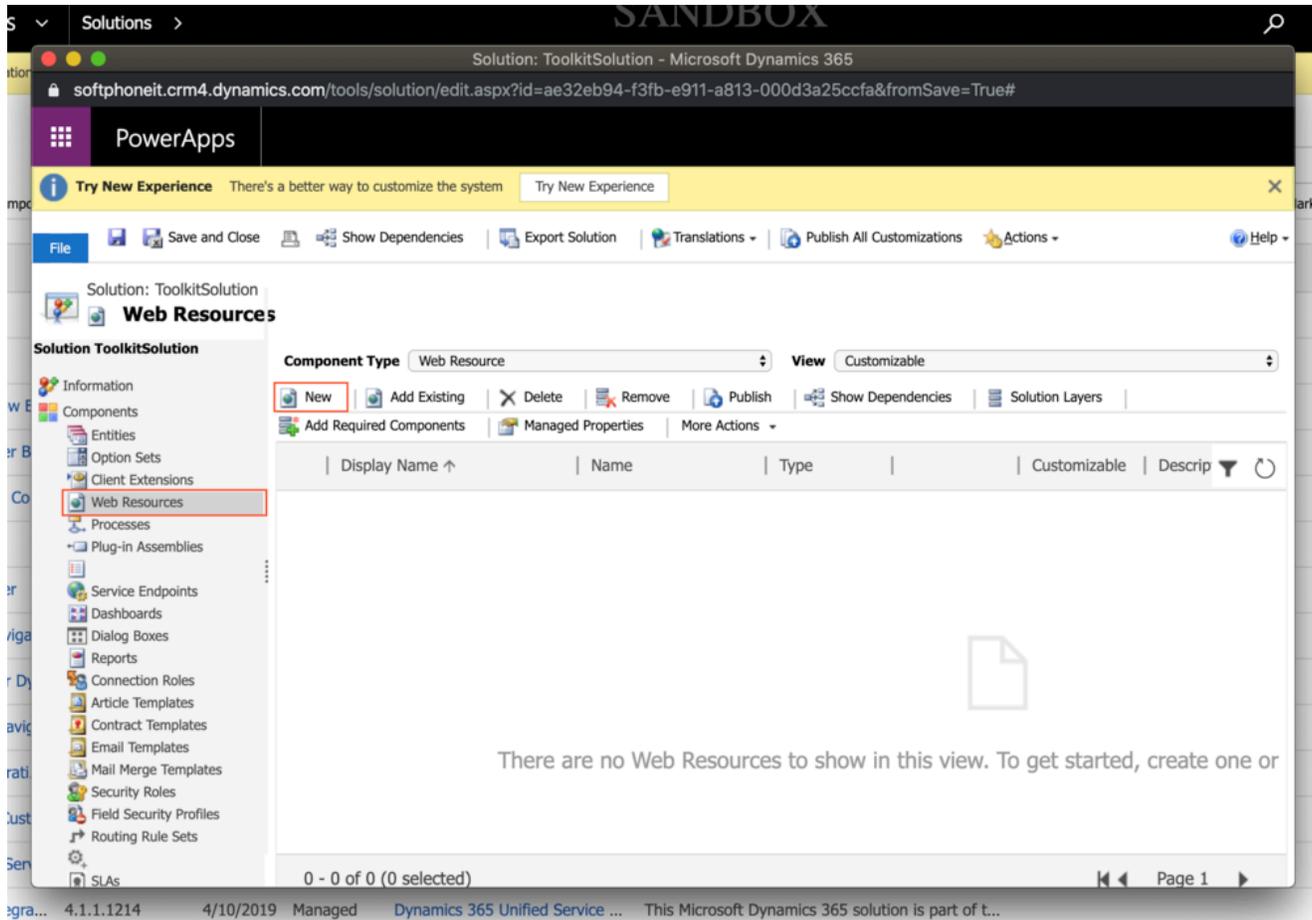
Click **New** to create a new solution.

Fill out the required fields of the new solution:

- **Display Name:** your choice
- **Name:** you can employ the same name provided in the Display Name field
- **Publisher:** search for the name of your organization or agent group
- **Version:** your choice

Click **Save**.

Go to **Web Resources** and click **New**.

Fill out the required fields of the new web resource:

- **Name:** _workflows.js
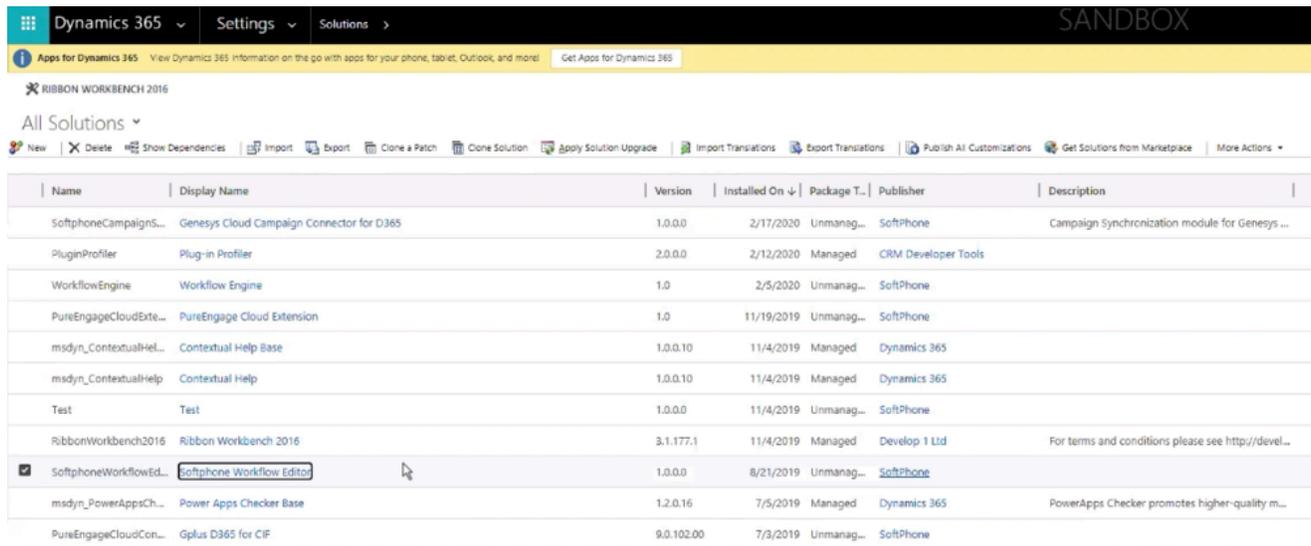- **Type:** select **Script (JScript)** from the drop-down menu

Click **Text Editor** and just type a space.

Click **Save** and then **Publish** to finalize the procedure.

Configuring the Workflow Editor App
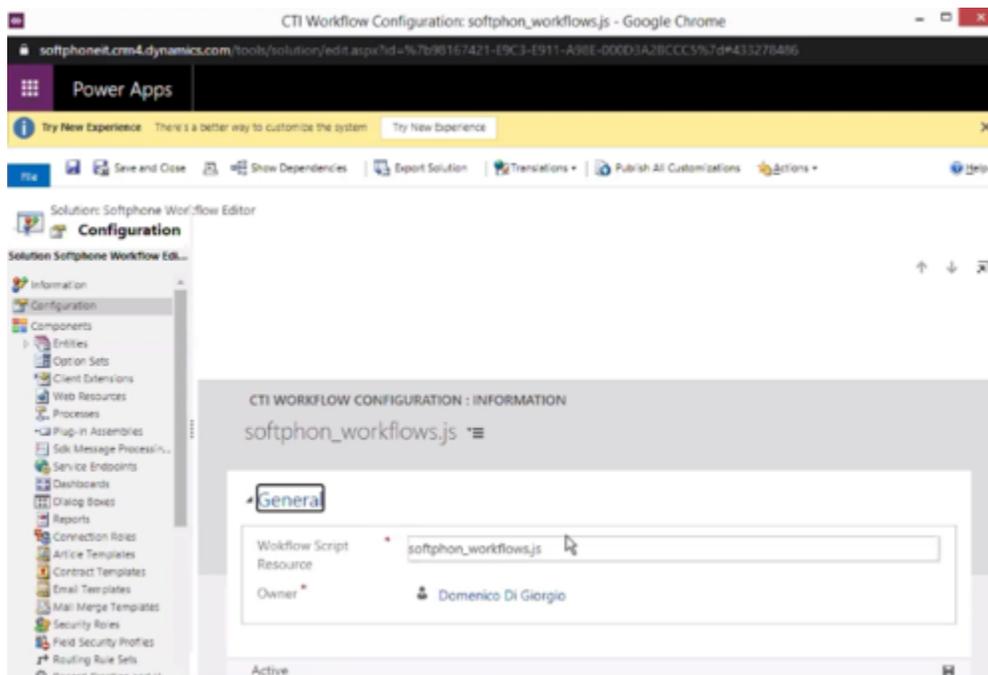
To finalize the configuration, follow these steps:

Go back to **Solutions** and click the imported **Softphone Workflow Editor**: a new configuration window appears.

Insert your customized **_workflows.js** as the Workflow Script Resource.

Open the CIF application by clicking the Microsoft Dynamics 365 **list menu** and selecting **Channel**

Integration Framework.

Select **WWE** and make sure that its parameters are set as follows:

- **Name:** WWE
- **Label:** Gplus Adapter for MS Dynamics 365
- **Channel URL:** "https:///webresources/softphon_index_wwe.html"
- **Enable Outbound Communication:** Yes
- **Channel Order:** 5
- **API Version:** 1.0
- **Trusted Domain:**
- **Custom Parameters:** {"CustomFlow": false, "CustomPrefix": "softphon", "MakeCall": true, "InstanceURL": https://, "logo": "/webresources/softphon_microsoft.png", "Width": 450, "Language": "en-US", "UseWorkflowEngine": true, "CustomWorkflowMakeCall": true}

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 Genesys URL.

Important

When filling out the **Custom Parameters** field, you have to add "UseWorkflowEngine" and set it to "true" for the Workflow Designer to effectively run designed workflows in the case of any associated Events. In the case of unassociated Events, the Adapter will perform as usual.

Important

When filling out the **Custom Parameters** field, you have to add "CustomWorkflowMakeCall" and set it to "true" to activate the **onBeforeOutboundCallStart** event. In the case this parameter is missing or set to false, the Event will not be generated.

Continue to How to use the Workflow Designer to learn about its functioning.