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Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

How to configure the Workflow Designer

9/15/2025

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- 2 Configuring the Workflow Editor App

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:

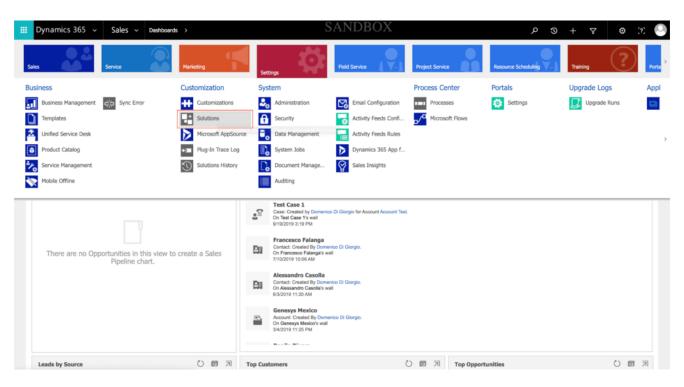
• _workflows.js

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.

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	PureEngageCloudCon	PureEngage Cloud Co	9.0.0.0	7/3/2019	Unmanaged	SoftPhone		
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	ChannelAPIIntegratio	Channel API Integrati	9.1.0.153	4/15/2019	Managed	Dynamics 365	Bring your comr	nunication channels and build i

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.

Solutions >	SANDBOX	م
	Solution: ToolkitSolution - Microsoft Dynamics 365	
softphoneit.crm4.dynan	iics.com/tools/solution/edit.aspx?id=ae32eb94-f3fb-e911-a813-000d3a25ccfa&fromSa	ive=True#
PowerApps		
Try New Experience There	's a better way to customize the system Try New Experience	×
File Save and Close	🖳 🥰 Show Dependencies 🛛 🐺 Export Solution 🔹 🌪 Translations 🗸 🛛 🚯 Publish All Customization	ions 👌 Actions 🗸 🕡 Help
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Service Endpoints		
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Connection Roles		
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Email Templates		
Aail Merge Templates	There are no Web Resources to show in this	view. To get started, create one or
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Field Security Profiles		
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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.

Dynamics 3	65 ~ Settings ~ Solutions >			SANDBOX
Apps for Dynamics 365	View Dynamics 365 information on the go with apps for your phone, tablet, Outlook, and	I morel Get Apps for Dynamics 365		
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Name	Display Name	Version	installed On ψ Package T., Publisher	Description
SoftphoneCampaig	gnS Genesys Cloud Campaign Connector for D365	1.0.0.0	2/17/2020 Unmanag SoftPhone	Campaign Synchronization module for Genesys .
PluginProfiler	Plug-in Profiler	2.0.0.0	2/12/2020 Managed CRM Developer Tools	
WorkflowEngine	Workflow Engine	1.0	2/5/2020 Unmanag SoftPhone	
PureEngageCloudE	Exte PureEngage Cloud Extension	1.0	11/19/2019 Unmanag SoftPhone	
msdyn_Contextual	Hel Contextual Help Base	1.0.0.10	11/4/2019 Managed Dynamics 365	
msdyn_Contextual	Help Contextual Help	1.0.0.10	11/4/2019 Managed Dynamics 365	
Test	Test	1.0.0.0	11/4/2019 Unmanag SoftPhone	
RibbonWorkbench	2016 Ribbon Workbench 2016	3.1.177.1	11/4/2019 Managed Develop 1 Ltd	For terms and conditions please see http://devel.
SoftphoneWorkflo	wEd Softphone Workflow Editor	1.0.0.0	8/21/2019 Unmanag SoftPhone	
msdyn_PowerApps	Ch Power Apps Checker Base	1.2.0.16	7/5/2019 Managed Dynamics 365	PowerApps Checker promotes higher-quality m
PureEngageCloud	Con Gplus D365 for CIF	9.0.102.00	7/3/2019 Unmanag SoftPhone	

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

40	CTI Workflow Configuration: softphon_workflows.js - Google Chrome =					
softphoneit.crm4.dynamic	s.com/tools/solution/edit.aspx?id=%7b90167421-E9C3-E911-A90E-000D3A28CCC5%7d#433278486					
III Power Apps						
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Field Security Profiles P Routing Rule Sets Record Creation and II	Active	н				

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.