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# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Installation in Microsoft Dynamics 365

6/6/2026

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Steps to install or update the Gplus Adapter in Microsoft Dynamics 365.

We assume that Microsoft Dynamics 365 has been configured with Channel Integration Framework (CIF) version 1.0 or 2.0 and that you own a Microsoft Dynamics 365 login with administrator privileges. For CIF version 2.0, we also assume that your organization uses either Customer Service workspace or Omnichannel for Customer Service.

### Important

If you have already installed a **previous version of the Gplus Adapter** and want to update it, follow the same procedure below. Please note: it is essential that you **do not delete the previous Web Resources Zip File**.

This procedure explains how to deploy the Gplus Adapter Web Resources in Microsoft Dynamics 365. The package includes the following solution to be imported:

- **GplusD365forCIF.zip**

This managed solution implements the:

- Adapter core module,
- Out-of-the-box use case scenarios.

### Important

The **GplusD365forCIF.zip** package enables both the Channel Integration Framework (CIF) version 1.0 and 2.0.

Installation steps:

1. Log in to Microsoft Dynamics 365 with administrator rights and go into **Settings**.
2. From Settings, go into **Solutions** and click the **Import** button.
3. Select the Web Resources Zip File (**GplusD365forCIF.zip**) to import it into the Microsoft Dynamics 365 environment.

Dynamics 365 Settings Solutions SANDBOX

All Solutions Search for

New Delete Show Dependencies Import Export Clone a Patch Clone Solution Apply Solution Upgrade Import Translations Export Translations Publish All Customizations

Name	Display Name	Version	Installed On	Package T...	Publisher	Description
WDEConnectorforCIF	WDE Connector for CIF	2.2.3.0	4/19/2022	Unmanaged	SoftPhone	Genesys Workspace Connector for Dynamics CR...
PureEngageCloudCon...	Gplus D365 for CIF	01.01.2022	1/13/2022	Unmanaged	SoftPhone	PureEngage Cloud connector for Dynamics 365
msdynce_CSS_Helper	Core Service Scheduling Helper S...	9.0.21114...	1/10/2022	Managed	MicrosoftCorporation	Solution for setting required flags for needed en...
msdyn_ContextualHelp	Contextual Help	1.0.0.22	1/10/2022	Managed	Dynamics 365	
msdyn_ContextualHel...	Contextual Help Base	1.0.0.22	1/10/2022	Managed	Dynamics 365	
MicrosoftDynamicsSch...	Universal Resource Scheduling A...	3.12.67.1	1/10/2022	Managed	Dynamics 365	The Universal Resource Scheduling solution pro...
msdynce_CoreService...	Core Service Scheduling	9.0.21114...	1/10/2022	Managed	Dynamics 365	Dynamics 365 workload for service scheduling.
MicrosoftDynamicsSch...	Universal Resource Scheduling	3.12.67.1	1/10/2022	Managed	Dynamics 365	The Universal Resource Scheduling solution pro...

After the importing of package will be show the new solution.

Dynamics 365 Settings Solutions SANDBOX

All Solutions Search for

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WDEConnectorforCIF	WDE Connector for CIF	2.2.3.0	4/19/2022	Unmanaged	SoftPhone	Genesys Workspace Connector for Dynamics CR...
PureEngageCloudCon...	Gplus D365 for CIF	01.01.2022	1/13/2022	Unmanaged	SoftPhone	PureEngage Cloud connector for Dynamics 365
msdynce_CSS_Helper	Core Service Scheduling Helper S...	9.0.21114...	1/10/2022	Managed	MicrosoftCorporation	Solution for setting required flags for needed en...
msdyn_ContextualHelp	Contextual Help	1.0.0.22	1/10/2022	Managed	Dynamics 365	
msdyn_ContextualHel...	Contextual Help Base	1.0.0.22	1/10/2022	Managed	Dynamics 365	
MicrosoftDynamicsSch...	Universal Resource Scheduling A...	3.12.67.1	1/10/2022	Managed	Dynamics 365	The Universal Resource Scheduling solution pro...
msdynce_CoreService...	Core Service Scheduling	9.0.21114...	1/10/2022	Managed	Dynamics 365	Dynamics 365 workload for service scheduling.
MicrosoftDynamicsSch...	Universal Resource Scheduling	3.12.67.1	1/10/2022	Managed	Dynamics 365	The Universal Resource Scheduling solution pro...

The Engage Cloud Adapter for CIF Zip File contains all CIF Adapter core files and use-case scenarios necessary for the implementation in Microsoft Dynamics 365. This zipped file includes the following objects/entities:

Option/Field Added	Entity Type	Description
Option Set	Voice	Storage of numerous types of interaction supported by the Adapter
Fields	<ul style="list-style-type: none"> <li>Phone call</li> <li>Task</li> </ul>	Fields allowing the search for specific information related to the interactions within Genesys

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Option/Field Added	Entity Type	Description
JavaScript files		All JavaScript files used by the Adapter (for example iwscoremin.js), also known as JSDK

To see how to deploy an unmanaged solution, see [Screen pops customization](#).