



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

[Installation in Microsoft Dynamics 365](#)

---

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:

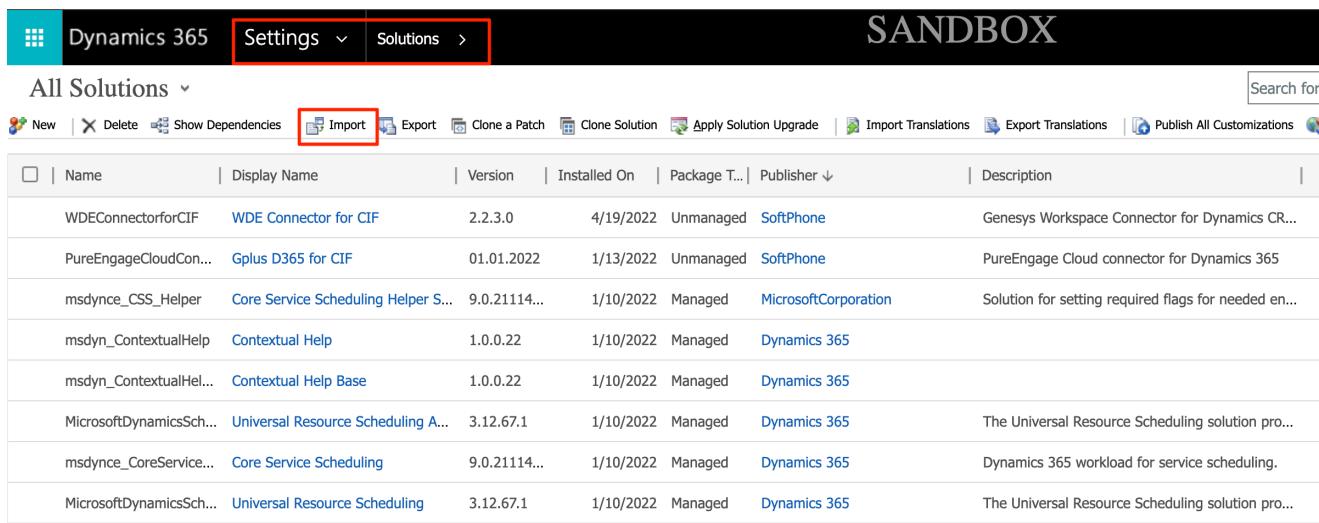
- Adapter core module,
- Out-of-the-box use case scenarios.

### Important

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

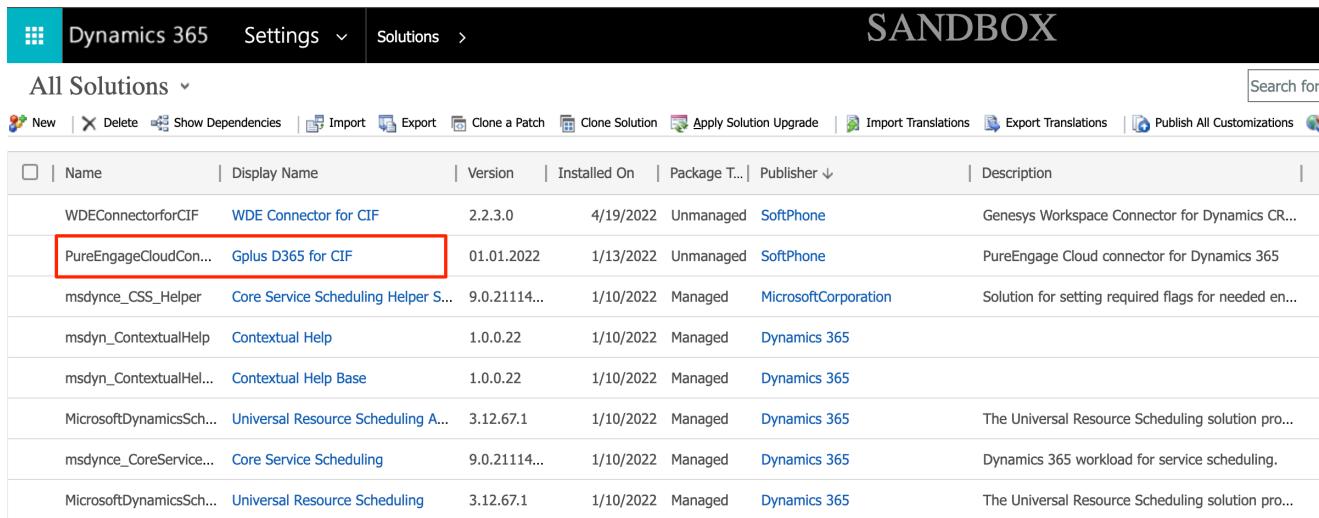
Installation steps:

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.



The screenshot shows the Dynamics 365 Solutions page. The top navigation bar includes 'Dynamics 365', 'Settings', and 'Solutions >'. The main title 'Sandbox' is on the right. Below the title, a search bar says 'Search for'. The page is titled 'All Solutions'. A toolbar at the top has buttons for 'New', 'Delete', 'Show Dependencies', 'Import' (which is highlighted with a red box), 'Export', 'Clone a Patch', 'Clone Solution', 'Apply Solution Upgrade', 'Import Translations', 'Export Translations', 'Publish All Customizations', and a refresh icon. A table lists various solutions with columns for Name, Display Name, Version, Installed On, Package T..., Publisher, and Description. One solution, 'Gplus D365 for CIF', is highlighted with a red box in the table.

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



The screenshot shows the Dynamics 365 Solutions page after the import. The 'Import' button in the toolbar is no longer highlighted. The 'Gplus D365 for CIF' solution is now highlighted with a red box in the list table. The rest of the interface is identical to the first screenshot.

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

---

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](#).