GENESYS™

Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Installation in Microsoft Unified Service Desk (USD)

5/20/2026

Steps to install or update the Gplus Adapter in Microsoft Unified Service Desk (USD).

We assume that Microsoft Unified Service Desk (USD) 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.

> ## 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 USD. The package includes the following solution to be imported:

- **GplusD365forCIF_USD_ConfigurationData.zip**

This managed solution implements the:

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

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 (**GlusD365forCIF_USD_ConfigurationData.zip**) to import it into the Microsoft Dynamics 365 environment.
4. To import Microsoft USD configuration data to the Microsoft CRM instance, use the **Configuration Migration tool** available into the CRM SDK Development Package (SDK\Tools\ConfigurationMigration folder of the CRM package.exe).

> ## Important
>
> Details about importing configuration data (**GplusD365forCIF_USD_ConfigurationData.zip**) are available on the following external page: About configuration data.

The Engage Cloud Adapter for CIF Zip File contains all CIF Adapter core files and use-case scenarios necessary for the implementation in Microsoft USD. 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	• Phone call • Task	Fields allowing the search for specific information related to the interactions within Genesys
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.