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# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Prerequisites for Microsoft Dynamics 365

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Preconditions and browser requirements of the Gplus Adapter for Microsoft Dynamics 365 with CIF versions 1.0 or 2.0.

## Prerequisites for CIF version 1.0

The Gplus Adapter for Microsoft Dynamics 365 is an integrated solution based on **Genesys** and Microsoft Dynamics 365, rendered within the **Microsoft Channel Integration Framework (CIF) version 1.0**.

The Adapter has the following prerequisites:

- **Engage Cloud** must be enabled.
- **Microsoft Dynamics 365 with CIF V1.0** must be installed.

### Important

If you have not installed **Microsoft Dynamics 365 with the Channel Integration Framework (CIF)**, comply with the following external page's indications: [How to get Dynamics 365 Channel Integration Framework version 1.0](#).

## Browser support for CIF version 1.0

CIF V1.0 system requirements apply. The Adapter can be used with the following browsers:

- **Google Chrome**
- **Microsoft Edge**

To learn about the Adapter installation, continue to the [Installation in Microsoft Dynamics 365](#).

## Prerequisites for CIF version 2.0

The Gplus Adapter for Microsoft Dynamics 365 is an integrated solution based on **Genesys** and Microsoft Dynamics 365, rendered within the **Channel Integration Framework (CIF) version 2.0**. This CIF version is available with Customer Service workspace and Omnichannel for Customer Service.

The Adapter has the following prerequisites:

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- **Engage Cloud** must be enabled.
  - **Microsoft Dynamics 365 with CIF V2.0** must be installed.
  - A multi-session app, such as **Customer Service workspace** or **Omnichannel for Customer Service** must be in use.

### Important

If you have not installed **Microsoft Dynamics 365 with the Channel Integration Framework (CIF)**, comply with the following external page's indications: [How to get Dynamics 365 Channel Integration Framework version 2.0](#).

### Important

You can access the Customer Service workspace through the app selector by choosing the related app tile. You can also access the app in the Microsoft Dynamics 365 drop-down navigation in the upper-left corner.

## Browser support for CIF version 2.0

CIF V2.0 system requirements apply. The Adapter can be used with the following browsers:

- **Google Chrome**
- **Chromium-based Microsoft Edge**

To learn about the Adapter installation, continue to the [Installation in Microsoft Dynamics 365](#).