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# Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Prerequisites for Microsoft Unified Service Desk (USD)

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

## Prerequisites

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

The Adapter has the following prerequisites:

- **Engage Cloud** must be enabled.
- **Microsoft USD** must be installed.

## 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 Unified Service Desk (USD).

## 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 Unified Service Desk (USD).