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Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Getting started

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Concepts and procedures relevant to contact center administrators to implement the Gplus Adapter for Microsoft Dynamics 365.

The integrated solution presents a complete customer view allowing your contact center agents to service your customers.

See Prerequisites for Microsoft Dynamics 365 or Prerequisites for Microsoft Unified Service Desk (USD) for a list of the Adapter's preconditions and supported browsers.

Microsoft Dynamics 365 and Microsoft Unified Service Desk (USD)

The Gplus Adapter supports **Microsoft Dynamics 365 with Channel Integration Framework (CIF) versions 1.0 and 2.0** and **Microsoft Unified Service Desk (USD)** for the voice channel. This manual describes the standard functionality and notes those features where support for Microsoft USD or Dynamics 365 with CIF version 2.0 is different from Dynamics 365 with CIF version 1.0.

Customer Service workspace and Omnichannel for Customer Service

If you have configured Microsoft Dynamics 365 with Channel Integration Framework (CIF) version 2.0, the Gplus Adapter equally works with Customer Service workspace and Omnichannel for Customer Service. Since most customers use the first application, this manual will mainly refer to it as standard. However, their installation is exactly the same.

How do I install the Adapter in Microsoft Dynamics 365?

You can set up the Gplus Adapter by following the procedure described in Installation in Microsoft Dynamics 365.

How do I install the Adapter in Microsoft Unified Service Desk (USD)?

You can set up the Gplus Adapter by following the procedure described in Installation in Microsoft

Unified Service Desk (USD).

How do I access the Adapter?

Using the Microsoft Dynamics 365 **Channel Integration Framework (CIF)**, the Adapter is loaded and displayed during the Dynamics login sequence. Log in to your Microsoft Dynamics 365 account, then continue logging in to the Adapter with Genesys credentials.