



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 Agent's Guide

Gplus Adapter for Microsoft Dynamics 365

11/3/2024

---

## Contents

- 1 Microsoft Dynamics 365 and Microsoft Unified Service Desk (USD)
- 2 How can I use the Adapter as an agent?

---

The Gplus Adapter for Microsoft Dynamics 365 provides integrated management of communication channels within the Microsoft Dynamics 365 CRM.

### Important

What you see in the Gplus Adapter depends on your contact center and your role within it, so you might not be able to do or see all the things covered in this manual. If you think you should be able to do or see something that you cannot, check with your supervisor or system administrator.

## Microsoft Dynamics 365 and Microsoft Unified Service Desk (USD)

The Gplus Adapter supports both **Microsoft Dynamics 365** and **Unified Service Desk (USD)**. There are some minor differences between how the Adapter works under Dynamics versus USD. These differences are noted in this document where the user experience is significantly modified.

## How can I use the Adapter as an agent?

As an agent, you can use the Adapter to handle inbound and outbound calls without navigating away from your Microsoft environment. Here is a video introducing the Adapter's main features:

[Link to video](#)

Check out the topics below to explore more details.

- Adapter basics - Explains how to get quickly up and running with the Adapter.
- The click-to-call feature - Shows how to make connections easily by clicking to make a call.
- What are screen pops? - Describes how to see a contact record when you receive an interaction.
- Activity History for interactions - Helps to work with the Microsoft Dynamics 365 or USD Activity History records by adding details about the handled interactions.
- Performance Tracker - Explains how to check your statistics within the contact center.