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# Gplus Adapter for Microsoft Dynamics 365 Agent's Guide

How to manage inbound calls

9/11/2025

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## Contents

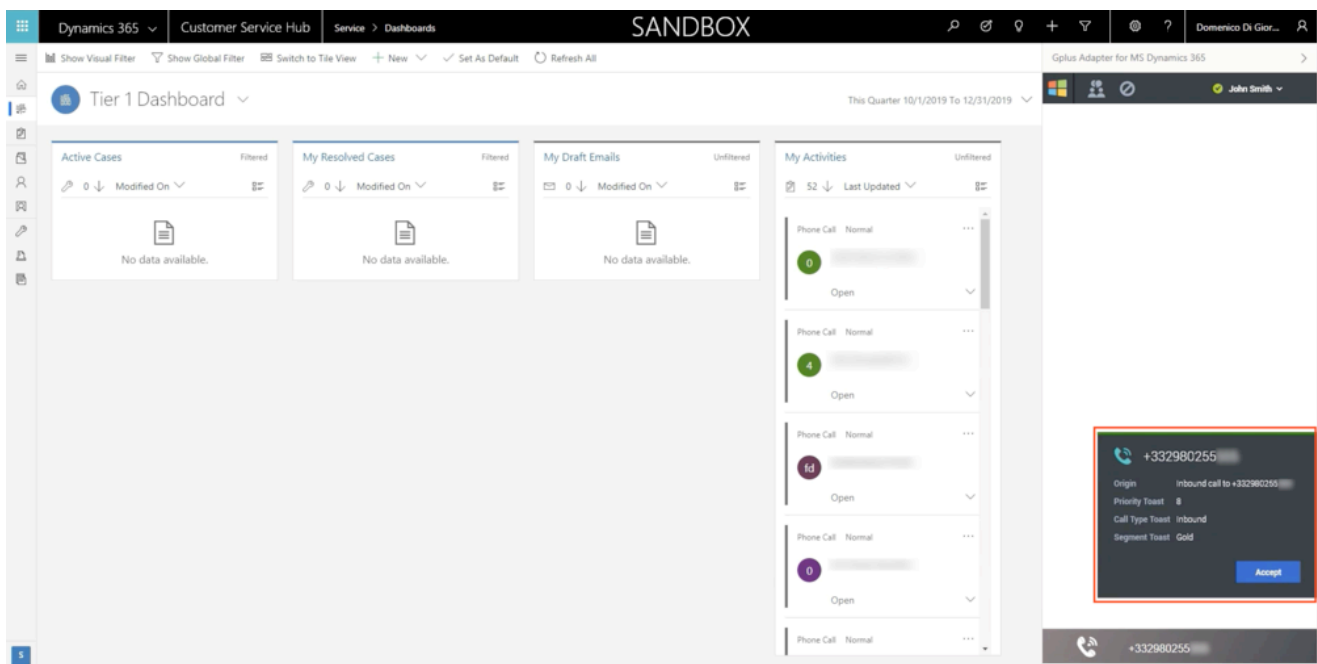
- 1 Inbound calls from a known contact
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What you must know to handle incoming calls from known and unknown contacts.

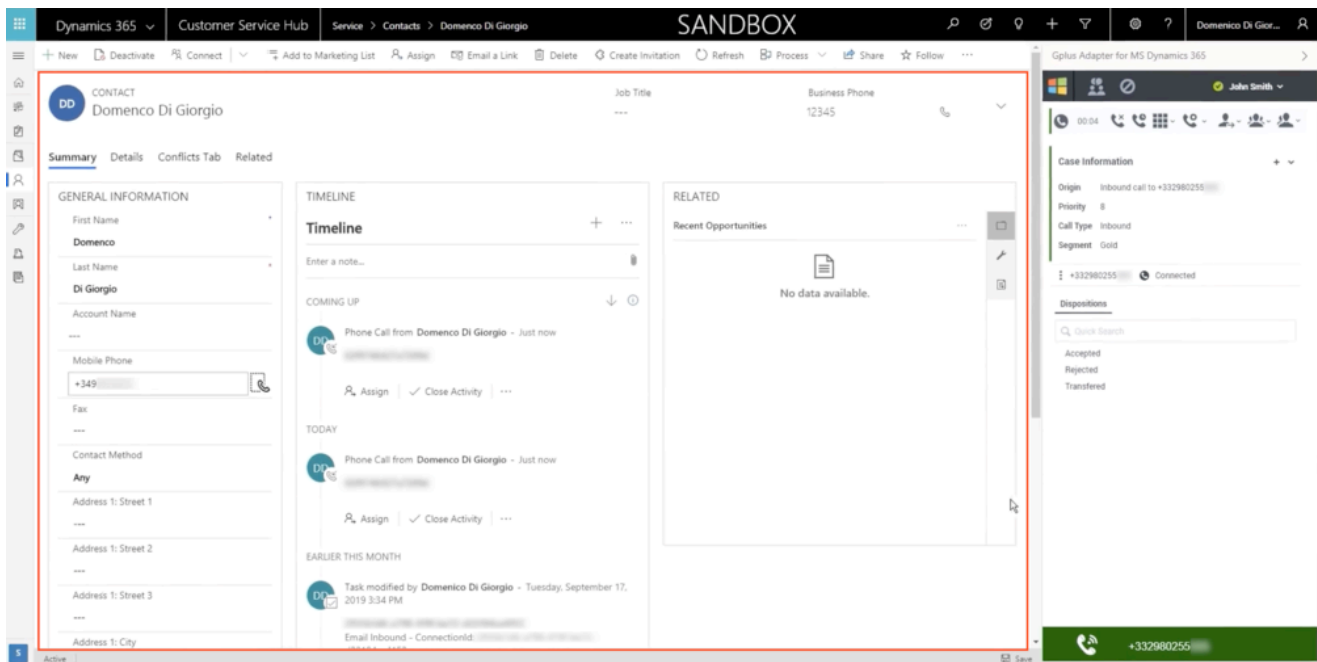
## Inbound calls from a known contact

After you log in and make yourself available, you can receive inbound calls from the queue. When the Gplus Adapter alerts you of an incoming interaction, you receive a toast with **information about the call**. This information can include:

- The customer phone number,
- The phone number the customer dialed,
- The type of call,
- Any additional data to identify the customer or the call.

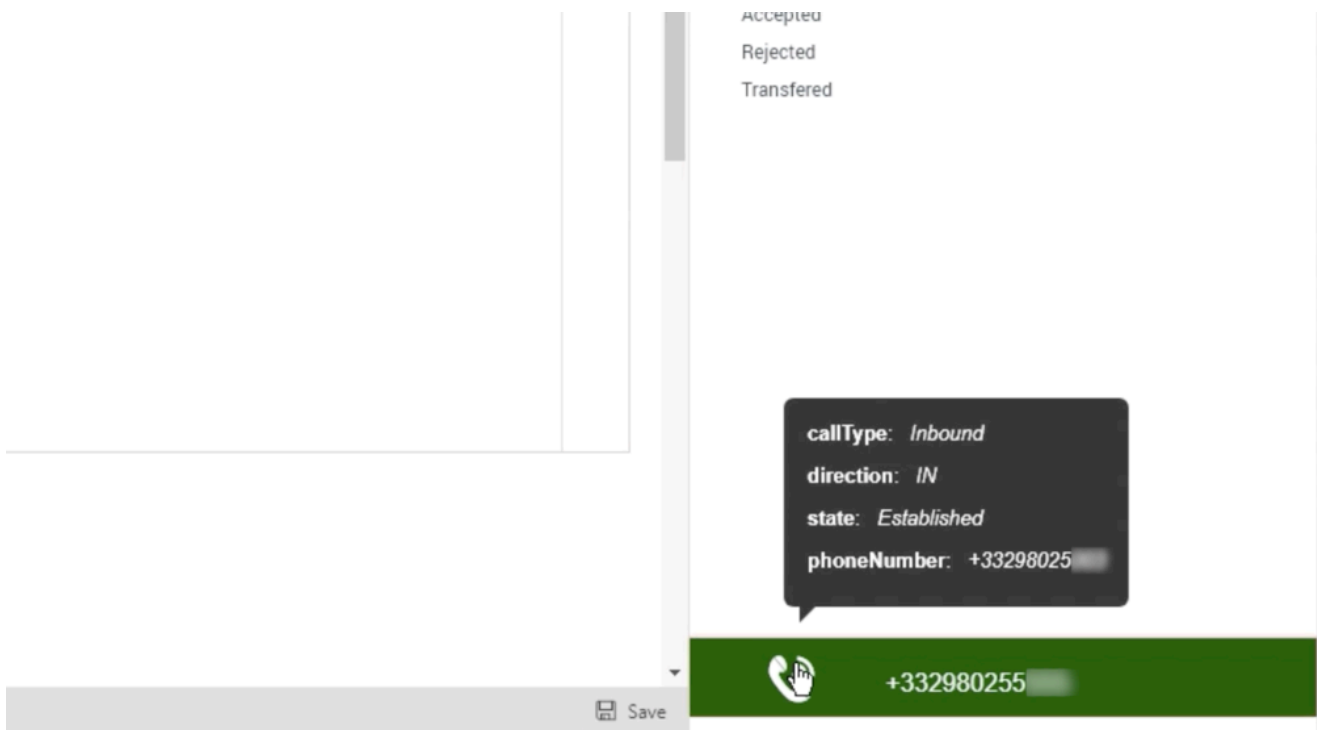


To answer the call, click **Accept**. When you accept an already known customer's interaction, you receive a Microsoft Dynamics 365 or Unified Service Desk (USD) screen pop of the record that matches the caller's contact information. If you want to learn more about screen pops, see [What are screen pops](#).



Below the call controls, the Adapter shows the **Case Information section**, where you can examine the call's information. Your system administrator determines the access and content of the Case Information section. You can also set the **Dispositions** of the call.

To discover more information about the interaction, click the **phone icon** at the bottom of the Adapter: the type and direction, the state of the call (for example hold or release), and the telephone number.



On top of that, an **Activity History of type Call** containing all information available about the interaction is automatically created. For more information about Activity History records, see Activity History for interactions.

### Important

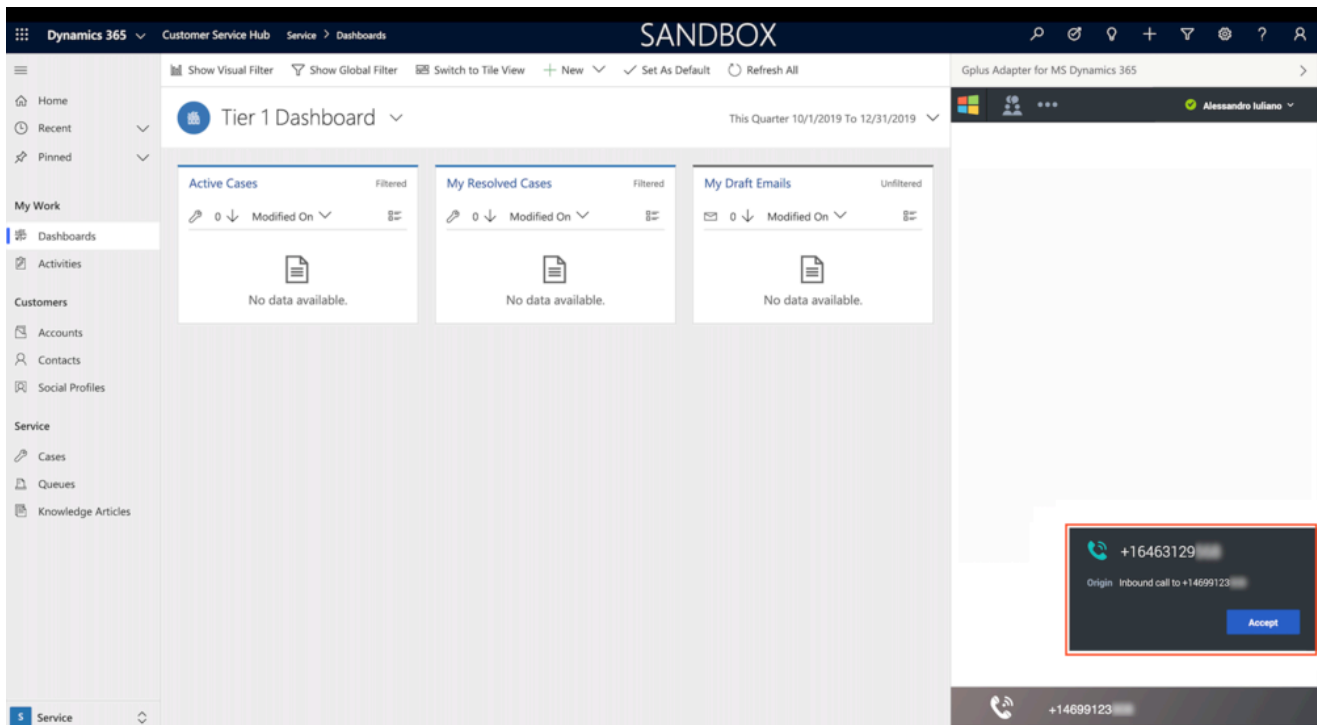
In **Microsoft Dynamics 365 with CIF version 2.0**, this Activity History of type Call is also shown in another tab of that session.

The interaction remains active until you mark the call **Done**. Remember, you can't sign out if there are any active interactions. To learn more about logging out, see Adapter basics.

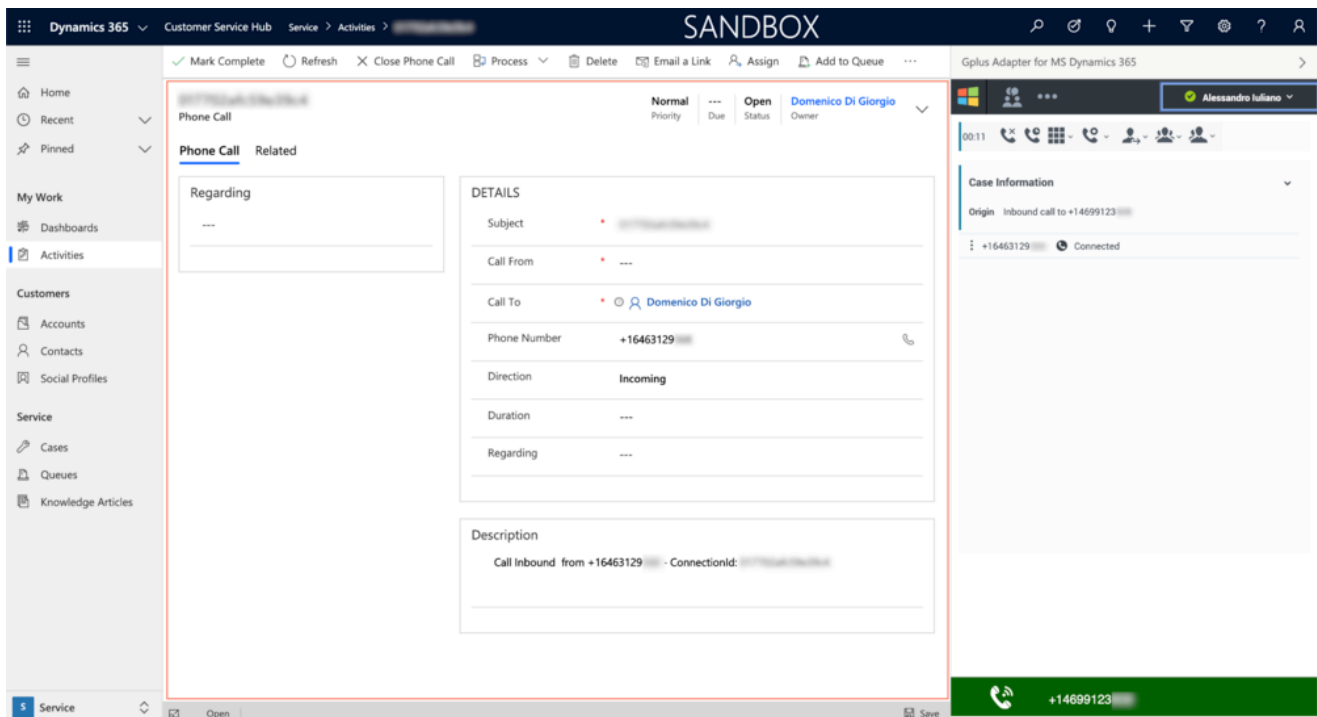
## Inbound calls from an unknown contact

The procedure is similar to the previous case, but with a few differences.

When the Adapter alerts you of an incoming call, you receive a toast with **information about the interaction**. Your system administrator configures this information.



After clicking **Accept**, you receive a Microsoft Dynamics 365 or USD screen pop with an **incoming Activity History of type Call** containing all information available about the interaction. If you want to learn more about screen pops and Activity History records, check [What are screen pops and Activity History for interactions](#).



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The interaction remains active until you mark the call **Done**. Remember, you cannot sign out if there are any active interactions. To learn more about logging out, see [Adapter basics](#).

If you want to handle outgoing interactions, proceed to [How to handle outbound calls](#).