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Gplus Adapter for Siebel CRM Deployment Guide

New in this Release

2/1/2026

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Lists new features and feature enhancements in the Adapter releases and deployment impact.

8.5.0

The following new features or functionality are included in this 8.5.0 release:

Feature	Affected Adapter Components
Siebel IP 2017, 2018, 2019, 2020, 2021 Support	All; on 12/16/21, Genesys confirms support for IP 2020 and IP 2021.
Selective Protection of Sensitive Data in Logs	Gplus Adapter for Siebel CRM Voice Component, Gplus Communication Server for Siebel CRM
After call work (ACW) Timer	Gplus Adapter for Siebel CRM Voice Component

New Features Deployment

Table notes:

- Articles of the “New” type can be read and applied as independent section. All procedures in this section are complete sufficient and should not be integrated into any other procedures. Just follow the procedure as provided.
- Articles of the “Updated” type should be read and applied in parallel with corresponding PDF chapters. Procedures in these chapters may refer to legacy procedures and contain additional steps to them. Steps like “Doing step X of procedure Y do action Z” or “After the step X of procedure Y do sub-step Z” are possible there.

Released in Version	Feature Name	Article Type	Date Released
8.5	After Call Work Timer	New	April 30, 2020
	Selective Protection of Sensitive Data in Logs	Updated	
	Siebel IP 2017 through IP 2021 support	Updated	
	Innovations in customization within Siebel IP 2017 and higher	New	
	Common Changes, Chapter 6: Deploying the Voice Component, QueryAddress	Updated	