GENESYS™

Gplus Adapter for ServiceNow Administrator's Guide

Prerequisites and browser support

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Contents

Preconditions and browser requirements of the Gplus Adapter for ServiceNow.

Prerequisites

The Gplus Adapter for ServiceNow is an integrated solution based on **Genesys** and ServiceNow, rendered within the OpenFrame area.

The Adapter has the following prerequisites:

- **Engage Cloud** must be enabled.
- **ServiceNow with the OpenFrame plugin** must be installed.

Browser support

The Gplus Adapter for ServiceNow can be used with the following browsers:

- **Google Chrome**
- **Microsoft Edge**

To learn about the Adapter installation, see How to install the Gplus Adapter.