

# **GENESYS**

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## Gplus Adapter for ServiceNow Administrator's Guide

Prerequisites and browser support

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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.