



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 ServiceNow Administrator's Guide

Prerequisites and browser support

12/22/2025

Contents

- [1 Prerequisites](#)
- [2 Browser support](#)

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](#).