GENESYS

Gplus Adapter for Salesforce Administrator's Guide

Migrating to Gplus Adapter (v9)

5/2/2026

Contents

- Administrator

Follow this procedure to migrate your existing Gplus Adapter 8.5 to Gplus Adapter 9.0 for Salesforce.

Related documentation:
-

Migration procedure

> ### Important
> You can run Gplus Adapter 8.5 and 9.0 in parallel during the migration testing phase.

> ### Important
> Ensure that Agent Workspace release 9 has been enabled in your environment by confirming that the Agent Workspace 9 application icon is displayed in your Genesys Portal

Genesys recommends that you complete steps 1 and 2 in your Salesforce test environment first.

1. Migrate from Gplus Adapter 8.5 to 9.0:

   a. In a **Salesforce Lightning** environment, follow the steps in Integrating Gplus Adapter in Salesforce Lightning to download the **lightning-callcenter.xml** file, import into the Salesforce Call Centers configuration, and modify the imported Salesforce Call Center.

   b. In a **Salesforce Classic** environment, follow the Migration steps in Integrating Gplus Adapter in Salesforce Classic.

2. (Optional) Migrate 8.5 configuration option settings to 9.0.

3. Gplus Adapter 9.0 provides single sign-on (SSO) enabled options. If you are migrating Gplus Adapter 8.5 with SSO enabled, or are planning to start using SSO with Gplus Adapter 9.0, refer to Configuring SSO.

4. Add users to the new Salesforce Call Center you just imported and modified. See Adding users to Call Center for more detailed steps for Salesforce Lightning or here for Salesforce Classic. **Tip**: For testing purposes, you can either add a new test user or remove an existing user from the Salesforce Call Center with Gplus 8.5 and add them to the Salesforce Call Center with Gplus 9.0.

5. Test the Gplus Adapter 9.0 functionalities with the new Salesforce Call Center configuration.

6. If you're ready to migrate to the Salesforce production environment, follow the steps below:

a. Repeat step 1a *or* step 1b for the production Salesforce Call Center.

b. Remove users from the Salesforce Call Center with Gplus 8.5 and add them to the Salesforce Call Center with Gplus 9.0.