



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 Salesforce Administrator's Guide

Migrating to Gplus Adapter (v9)

5/20/2022

Contents

- 1 Migration procedure

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 Desktop release 9 has been enabled in your environment by confirming that the Agent Desktop 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. 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.
3. 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.
4. Test the Gplus Adapter 9.0 functionalities with the new Salesforce Call Center configuration.
5. 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.