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# Gplus Adapter for Salesforce Administrator's Guide

Gplus Adapter for Salesforce (v9)

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Genesys Multicloud CX offers Gplus Adapter functionality to integrate Genesys contact center interactions within the Salesforce environment.

### **Related documentation:**

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The integrated solution presents a complete customer view allowing your contact center agents to service your customers.

See the Genesys Multicloud CX system requirements for a list of the browsers supported for Gplus Adapter.

### **Important**

- The Gplus Adapter URL in Salesforce Call Center follows this format: `https://ui/crm-workspace/index.html`
- Gplus Adapter integration does not rely on legacy Salesforce API versions; therefore, changes to the Salesforce API do not affect Gplus Adapter integration.

## Salesforce Lightning and Salesforce Classic

Gplus Adapter supports the following features and environments for both Salesforce Lightning and Salesforce Classic:

- Genesys media channels: voice, chat, SMS, email, and workitems. This document describes the common functionality and notes those features where support for Salesforce Classic is different from Salesforce Lightning.
- Salesforce Winter '22 release.
- Salesforce Service Cloud.
- Salesforce Sales Cloud.
- Salesforce High Velocity Sales.
- Genesys Smart Failover for disaster recovery scenarios.
- Salesforce Shield Platform Encryption.
- Browser-based WebRTC voice calling.
- Integration with Genesys Softphone.

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- Environments that use Reverse Proxy configuration.

The following features and environments are required for both Salesforce Lightning and Salesforce Classic:

- Salesforce Console in both Lightning and Classic.

## How do I setup Gplus Adapter in Salesforce Lightning?

You can setup Gplus Adapter by following the procedures described in Integrating Gplus Adapter in Salesforce Lightning.

## How do I setup Gplus Adapter in Salesforce Classic?

You can setup Gplus Adapter by following the procedures described in Integrating Gplus Adapter in Salesforce Classic.

## How do I migrate Gplus Adapter from an earlier version?

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

## How do I configure Gplus Adapter functionality?

First set up corresponding Salesforce objects and configurations, then enable Gplus options in Agent Setup.

You can configure the following Salesforce functionality:

- SSO
- Click-to-dial
- Screen pop
- Activity History

## How do I troubleshoot Gplus Adapter

To troubleshoot screen pop and **saveLog()** method errors, refer to Troubleshooting Gplus Adapter Integration with Salesforce.

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Gplus also enables you to view notifications of successful object creation on screen pop and activity task updates.

## How do I access Gplus Adapter?

You can access Gplus Adapter by logging into Salesforce and clicking the **Genesys Gplus [Please login]** icon at the bottom-left corner of the window (bottom-right for Classic users). You will see a pop-up window where you can login with your Genesys credentials and start using the complete set of Genesys contact center functionalities.