



Gplus Adapter for Salesforce Administrator's Guide

Gplus Adapter for Salesforce (v9)

5/8/2021

Contents

- 1 Salesforce Lightning and Salesforce Classic
- 2 How do I setup Gplus Adapter in Salesforce Lightning?
- 3 How do I setup Gplus Adapter in Salesforce Classic?
- 4 How do I migrate Gplus Adapter from an earlier version?
- 5 How do I configure Gplus Adapter functionality?
- 6 How do I access Gplus Adapter?

Genesys Engage cloud offers Gplus Adapter functionality to integrate Genesys contact center interactions within the Salesforce environment.

Related pages:

-

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

See the [Web Services and Applications](#) topic in the *Supported Operating Environment Reference* 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`

Salesforce Lightning and Salesforce Classic

Gplus Adapter supports the following Genesys media channels in Salesforce Lightning and Classic: voice, chat, email, and workitems. This document describes the common functionality and notes those features where support for Salesforce Classic is different from Salesforce Lightning.

Gplus Adapter requires 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 access Gplus Adapter?

You can access Gplus Adapter by logging into Salesforce and clicking the phone 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.