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Gplus Adapter for Salesforce Administrator's Guide

Integrating Gplus Adapter in Classic

7/24/2025

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The steps to setup and access Gplus Adapter in Salesforce Classic.

Related documentation:

-

Important

For information about integrating Gplus Adapter in Lightning, go here.

Migrating Gplus Adapter 8.5 for Salesforce Classic to 9.0

If you are migrating from Gplus Adapter 8.5 for Salesforce, follow these steps:

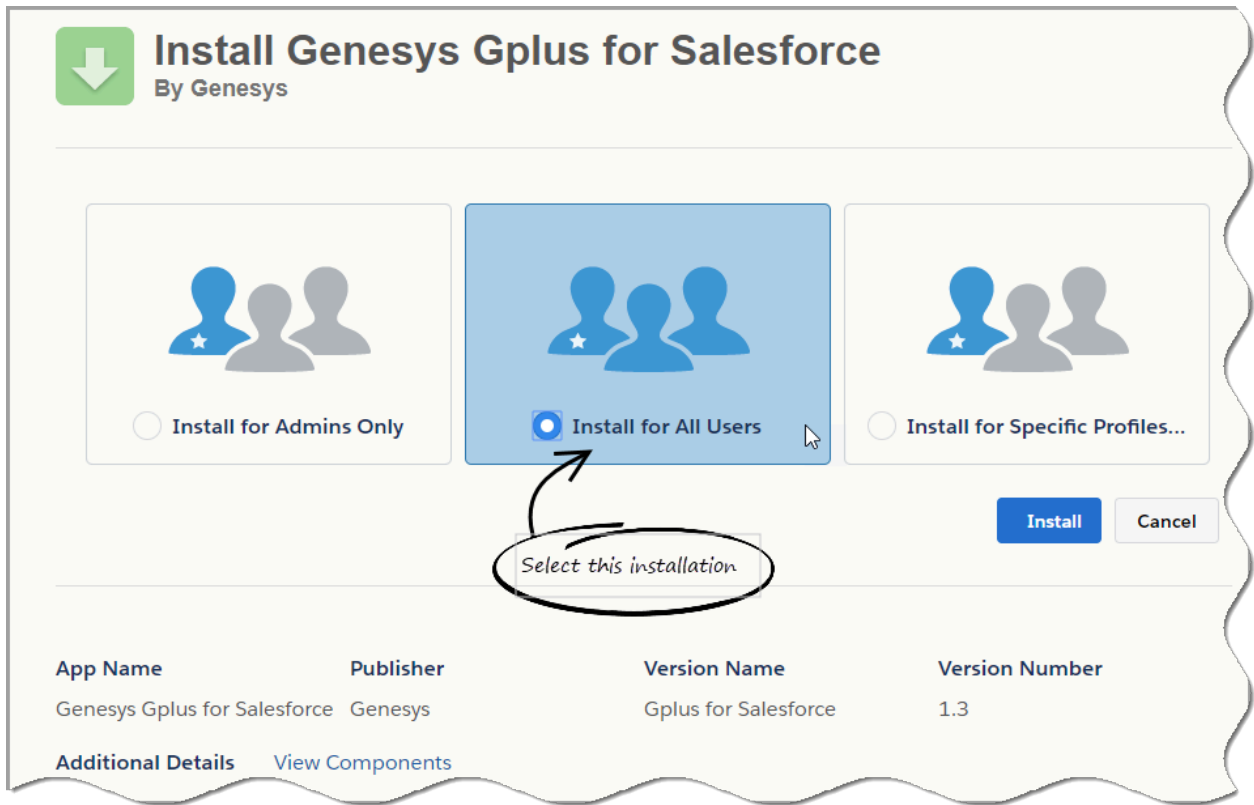
1. If you already have a Salesforce Call Center for Gplus Adapter 8.5, clone the Call Center.
2. Follow the steps in the Configuring Salesforce for Gplus Adapter procedure (skip the *Installing Gplus Adapter in Salesforce Classic* procedure).
3. After you configure your Salesforce Call Center, follow the migration procedure in Migrating to Gplus Adapter (v9).

Installing Gplus Adapter in Salesforce Classic

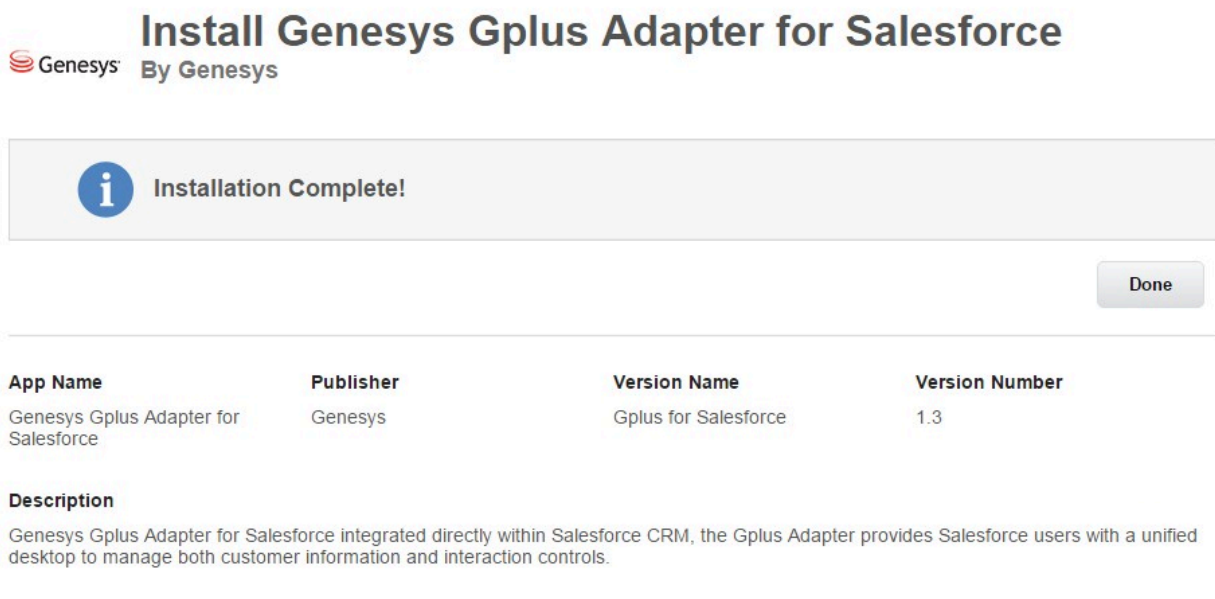
1. Open the following URL to install the latest Genesys Gplus Adapter (v9) for Salesforce package in Salesforce:
<https://login.salesforce.com/packaging/installPackage.apexp?p0=04to0000000C3VD>

If you're not logged in, Salesforce prompts for your username and password.

2. Now you should see the **Install Genesys Gplus Adapter for Salesforce** page. Select an installation type. Generally, you should select **Grant access to all users**, but if you want to limit access to Gplus Adapter to specific profiles, then you can choose **Install for Specific Profiles** Click **Install**.



- When you see the "Installation Complete!" message, click **Done**.



You should be redirected to the **Installed Packages** page, with "Genesys Gplus for Salesforce" included in the list.

Installed Packages

Help for this Page ?

On Force.com AppExchange you can browse, test drive, download, and install pre-built apps and components right into your salesforce.com environment. [Learn More about Installing Packages](#).



Apps and components are installed in packages. Any custom apps, tabs, and custom objects are initially marked as "In Development" and are not deployed to your users. This allows you to test and customize before deploying. You can deploy the components individually using the other features in setup or as a group by clicking Deploy.

Depending on the links next to an installed package, you can take different actions from this page.

To remove a package, click **Uninstall**. To manage your package licenses, click **Manage Licenses**.



Installed Packages

| Action | Package Name | Publisher | Version Number | Namespace Prefix | Install Date | Limits | Apps | Tabs | Objects |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------|-----------|----------------|------------------|--------------------|-------------------------------------------------------------------------------------|------|------|---------|
| Uninstall  | Genesys Gplus for Salesforce | Genesys | 1.3 | g_gplus | 06/08/2015 1:17 PM |  | 0 | 0 | 0 |

Uninstalled Packages

No uninstalled package data archives

Configuring Salesforce for Gplus Adapter

Complete this procedure to define your call center in Salesforce. The call center was created when you installed the Gplus Adapter for Salesforce package as part of Installing Gplus Adapter in Salesforce Classic.

1. If you haven't already, login to Salesforce and go to **Setup > Build > Customize > Call Center > Call Centers**. Or, you can search for "Call Centers" in the **Search All Setup** field and select the "Call Centers" result. You should see the **Introducing Salesforce CRM Call Center** page. **Note:** You must have administrator privileges.
2. You can select **Don't show me this page again** if you want to hide the page in the future, and click **Continue**.
3. On the **All Call Centers** page, click **Edit** next to the Genesys Gplus for Salesforce entry.
4. In the **CTI Adapter URL** field, replace the text with the following URL:

```
https://ui/crm-workspace/index.html
```


You'll need to change to the correct domain name provided by Genesys. For example:

```
https://gwa-use1.genesyscloud.com/ui/crm-workspace/index.html
```

5. To ensure that Gplus Adapter displays correctly, adjust the **Softphone Height** and **Softphone Width** to larger numbers (for example, **450** by **800** pixels).

You should leave the other options at their default values so Gplus Adapter works correctly in Salesforce.

If you ran an upgrade instead of an install, your previous Call Center parameters are preserved.



SETUP

Call Centers

Call Center

GPlusClassic

[All Call Centers](#) » GPlusClassic

Help for this Page ?

Call Center Detail

Edit

Delete

Clone

General Information

| | |
|------------------------|------------------------------------------------------------------|
| InternalName | GPlusClassic |
| Display Name | GPlusClassic |
| CTI Adapter URL | https://GWSHOST.GWSPORT/ui/crm-adapter/index.html?crm=salesforce |
| CTI Adapter Backup URL | |
| Use CTI API | 30000 |
| Use CTI API | true |
| Softphone Height | 400 |
| Softphone Width | 200 |
| Description | Implement classic mode |

Call Center Users

Manage Call Center Users

Call Center Users Help ?

Call Center Users by Profile

- Click **Save**.
- Click **Manage Call Center Users** and then click **Add users**.

Call Center

Genesys Gplus for Salesforce: Manage Users

[All Call Centers](#) » [Genesys Gplus for Salesforce](#) » Manage Users

Help for this Page ?

View: All ▼ [Create New View](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other

All

Add More Users

Remove Users

| Full Name ↑ | Alias | Username | Role | Profile |
|------------------------|-------|----------|------|---------|
| No records to display. | | | | |

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other

All

8. On the **Search for New Users** page, you can enter search criteria to find users. Select the ones you want to be able to use Gplus Adapter and click **Add to Call Center**.

Call Center

[Help for this Page](#) ?

Genesys Gplus for Salesforce: Search for New Users

[All Call Centers](#) » [Genesys Gplus for Salesforce](#) » [Manage Users](#) » [Search for New Users](#)

Set the search criteria below and then click Search to find salesforce.com users who should be enabled as call center agents. Users already enabled as call center agents are excluded from the search results.

| | | | | | |
|------------|---|----------|---|-------|-----|
| First Name | ▼ | equals | ▼ | Helen | AND |
| --None-- | ▼ | --None-- | ▼ | | AND |
| --None-- | ▼ | --None-- | ▼ | | AND |
| --None-- | ▼ | --None-- | ▼ | | AND |
| --None-- | ▼ | --None-- | ▼ | | AND |

Filter By Additional Fields (Optional):

- You can use "or" filters by entering multiple items in the third column, separated by commas.
- For date fields, enter the value in following format: 23/03/2015
- For date/time fields, enter the value in following format: 23/03/2015 10:42 PM

| | | | | | |
|-----------------------------------------------------------------------------------------|--------------------------------|--------------------------|------------------------------------------|------|-------------------------------|
| <input type="button" value="Add to Call Center"/> <input type="button" value="Cancel"/> | | | | | |
| <input type="checkbox"/> | Full Name | Alias | Username | Role | Profile |
| <input type="checkbox"/> | Jackson, Helen | hjackson | hjackson@genesysmail.com | | Standard User |

Your selected users are added to the list. You can remove a user on this page at any time.

Genesys Gplus for Salesforce: Manage Users

[All Call Centers](#) » [Genesys Gplus for Salesforce](#) » [Manage Users](#)

View: All [Create New View](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other All

| Add More Users Remove Users | | | | | | |
|-------------------------------------------------------------|----------------|-------|--------------------------|------|---------------|--|
| <input type="checkbox"/> Action | Full Name ↑ | Alias | Username | Role | Profile | |
| <input type="checkbox"/> Remove | Jackson, Helen | hjack | hjackson@genesysmail.com | | Standard User | |

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other All

9. To access Gplus Adapter in Salesforce Console, click the phone icon in the bottom-right corner.

The screenshot displays the Salesforce Console interface. On the left, the 'Contacts' tab is active, showing a list of contacts with columns for ACTION, NAME, ACCOUNT NAME, TITLE, PHONE, EMAIL, and CONTACT OWNER. A 'New Contact' button is visible. On the right, the 'Workspace' panel is open, showing the 'Connect' section with 'My Channels' and 'Media' tabs. The 'Media' tab is selected, showing a 'voice' channel with a 'Ready' status. A dropdown menu is open, showing options: Ready, Not Ready, Not Ready - Break, Not Ready - Recording, After Call Work, and Log Off. The bottom status bar indicates 'Genesys Gplus (Ready)'.