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Gplus Adapter for Salesforce Administrator's Guide

[Gplus Adapter support for Service Client API](#)

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Gplus Adapter supports the Genesys Service Client API, which you can use for custom features.

Related documentation:

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Support for Service Client API in Salesforce Lightning

Gplus Adapter supports the Service Client API, which you can use for custom features such as invoking click-to-email, starting or stopping a recording when a sensitive field is on the screen, and attaching data from Salesforce to Genesys key/value pairs. Complete the following steps in Salesforce Lightning:

1. Deploy your Salesforce domain.
2. Create and deploy a message channel using Salesforce CLI or a third-party tool such as Workbench. For example, here's a breakdown of the steps you must complete using Workbench:
 - a. Create a folder called **messagedeploy** and add a new file called **package.xml** with the following contents:

```
*  
LightningMessageChannel
```

```
47.0
```

- b. In your **messagedeploy** folder, create a new folder called **messageChannels** and add a new file called **GplusChannel.messageChannel** with the following contents:

```
GplusChannel  
true  
This Lightning Message Channel sends information from VF to LWC and back.
```

- c. Zip (compress) the **messagedeploy** folder.
- d. Navigate to <https://workbench.developerforce.com/login.php> and log in to Salesforce with the account you will use for the Service Client API.
- e. Open the **migration** menu, click **Deploy** and attach the zip you previously created.
- f. Open the **info** menu, click **Metadata Types & Components** and choose **LightningMessageChannel** - you created this in step 2-a.

3. Download **gplus-service-client-api.js** from here and add it to your static resources in Salesforce.
4. Download the SCPI example from here.
5. Create a Visualforce page in Salesforce that uses your new message channel (from step 2-b) and the

Service Client API to implement your custom functionality.

6. Add the Visualforce page to your dashboard.
7. In Agent Setup, configure Gplus Adapter to use your message channel with the **Salesforce Message Channel Name for Service Client API** option.

The value of the **Salesforce Message Channel Name for Service Client API** option must be specified using one of the following formats:

- NameSpacePrefix_ChannelName__c
- ChannelName__c

You must use this format to conform to the Salesforce Naming Conventions for Custom Fields.

Troubleshooting: If you encounter an error after completing this configuration, Genesys might have to adjust your environment settings so that the value of **CORS** is set to * the **Allow full service client API** setting is enabled. Contact Genesys to confirm these settings.

8. To attach key-value pairs to interaction UserData using SCPI, use the **interaction.setUserData** Method.
9. To validate your Gplus Adapter configuration with SCPI, login to Adapter, navigate to the SCPI page and click one of the Methods, such as **agent.get**. If you see the result message **SUCCEEDED**, then configuration is correct.
10. If some SCPI Methods do not return **SUCCEEDED**, verify that the Workspace options related to the SCPI Method functionality are configured correctly.

Support for Salesforce Lightning Component with Service Client API

Gplus Adapter supports the Salesforce Lightning Component with Service Client API to enable custom integrations between Salesforce and Genesys. To enable this support, complete the following steps:

Prerequisites:

- Deploy your Salesforce domain.
- Create and deploy the message channel.

References:

- About the message channel in Lightning Aura Components.
- How to create a Message Channel.
- How to publish a Message Channel.
- How to subscribe to a Message Channel.
- Lightning Message Service limitations.

1. Download **gplus-service-client-api-universal.js** from here and add it to your static resources in Salesforce.
2. In Lightning mode open **Setup > Developer Console**.

3. Create a new Lightning component: **File > New > Lightning Component**.
4. Name the new Lightning component **ScapiComponent**.
5. Download **component.html** from here and add the code to your component.
6. Download **controller.js** from here and add the code to the **Controller**.
7. Download **style.css** from here and add the code to the **Style**.
8. Add your component to console. Open **Setup > App Manager > > Edit > App Builder > Utility Items > Add utility Items** and select **ScapiComponent**.
9. Your result should look something like this:

| Agent | Media | Interaction | Voice |
|--------------------|----------------------|--------------------------------|---------------------------|
| agent.get | media.getMediaList | interaction.getInteractions | voice.dial |
| agent.getStateList | media.getMediaByName | interaction.getByInteractionId | voice.answer |
| agent.setState | media.setState | interaction.setUserData | voice.hold |
| agent.getState | | interaction.deleteUserData | voice.resume |
| | | interaction.selectCaseByCaseId | voice.hangUp |
| | | interaction.markdone | voice.startCallRecording |
| | | interaction.blockMarkdone | voice.stopCallRecording |
| | | interaction.unblockMarkdone | voice.pauseCallRecording |
| | | interaction.accept | voice.resumeCallRecording |
| | | interaction.reject | |
| Sip | | Email | System |
| | | | Auth |

ScapiComponent equifax SCPI Mark for save log Genesys Gplus (Conditionally Ready)

10. In Agent Setup, configure Gplus Adapter to use your message channel with the **Salesforce Message Channel Name for Service Client API** option.

The value of the **Salesforce Message Channel Name for Service Client API** option must be specified using one of the following formats:

- NameSpacePrefix_ChannelName__c
- ChannelName__c

You must use this format to conform to the Salesforce Naming Conventions for Custom Fields.

Troubleshooting: If you encounter an error after completing this configuration, Genesys might have to adjust your environment settings so that the value of **CORS** is set to * the **Allow full service client API** setting is enabled. Contact Genesys to confirm these settings.

11. To attach key-value pairs to interaction UserData using SCPI, use the **interaction.setUserData** Method.

12. To validate your Gplus Adapter configuration with SCAPI, login to Adapter, navigate to the SCAPI page and click one of the Methods, such as **agent.get**. If you see the result message **SUCCEEDED**, then configuration is correct.
13. If some SCAPI Methods do not return **SUCCEEDED**, verify that the Workspace options related to the SCAPI Method functionality are configured correctly.

Support for Service Client API in Salesforce Classic

Gplus Adapter supports the Service Client API, which you can use for custom features such as invoking click-to-email, starting or stopping a recording when a sensitive field is on the screen, and attaching data from Salesforce to Genesys key/value pairs. Complete the following steps in Salesforce Classic:

1. Download the SCAPI script from [here](#).
2. Download the SCAPI example from [here](#).
3. Add **gplus-service-client-api-classic.js** to your static resources in Salesforce.
4. Create a Visualforce page with SCAPI (according to the SCAPI example) or a custom console component.
5. Add the Visualforce page to your dashboard.