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Gplus Adapter for Salesforce Administrator's Guide

Troubleshooting Gplus Adapter Integration with Salesforce

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- Administrator

If you are having issues with Gplus Adapter integration with Salesforce, you can try some of these solutions.

Related documentation:

-

Expanded troubleshooting notifications

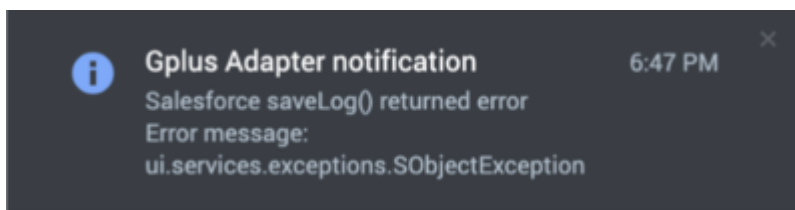
To configure troubleshooting and confirmation notifications, in the **Agent Annex** or **Agent Group Annex**, create the **salesforce.debug-notifications** key in the **crm-adapter** section and set the value to **true**.

Salesforce Client API saveLog() method error Notifications

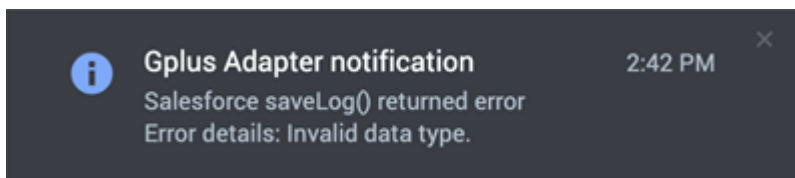
To troubleshoot Salesforce Client API **saveLog()** method errors, Gplus Adapter can display notifications. To fix **saveLog()** method errors, validate your Salesforce configuration, and ensure that the interaction data matches your Salesforce configuration.

The following are examples of Salesforce error notifications when the Salesforce **saveLog()** method is called:

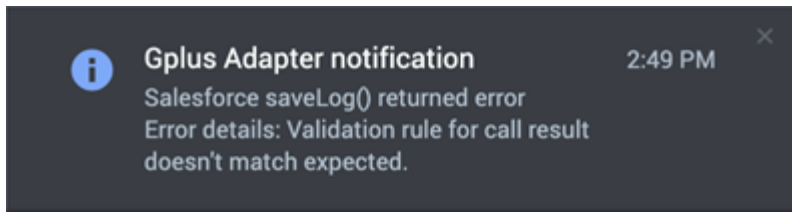
- Mismatch between the name of the field in custom field mapping and Salesforce field label for Activity object.



- When interaction userData type does not match Salesforce object custom field data type.



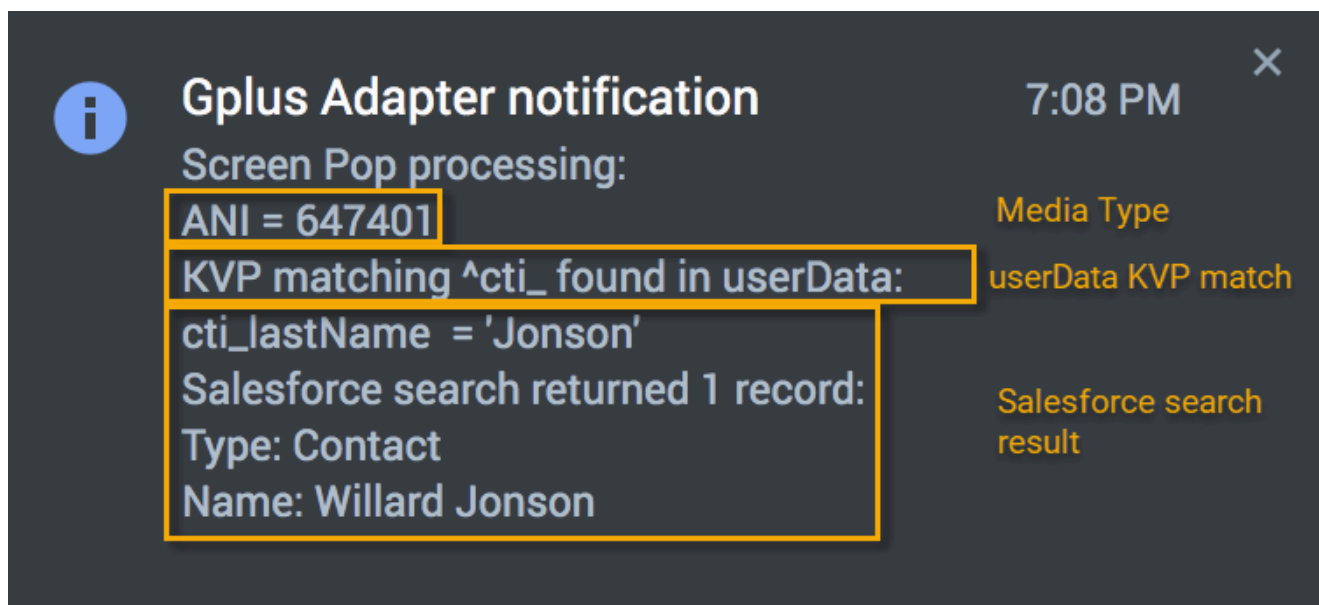
- When Salesforce Object validation rule formula results in an error.



Expanded screen pop events notifications

For troubleshooting purposes, you can configure Gplus Adapter to display the same notifications in Agent Workspace when Screen Pop events are successful or unsuccessful. To enable this feature, in the **Agent Annex** or **Agent Group Annex**, create the **salesforce.debug-notifications** key in the **crm-adapter** section and set the value to **true**. Refer to Gplus Adapter screen pops for information about the screen pop search process and options.

This screenshot provides an example of a confirmation notification:



The notifications follow this basic form:

Media type

If the interaction media type is available, Gplus Adapter displays the ANI, DNIS, email address, and so on, in this line. For voice interactions, the phone number that is displayed is dependent on the options configured in Agent Setup.

userData KVP match

The user Data KVP match lines provides information about whether Gplus Adapter found key names

in the interaction **userData** that matched **id_**, **cti_**, or a KVP specified by the **RegEx to Match UserData** option in Agent Setup.

Salesforce search result

Gplus Adapter displays the number of matching records found and record type and name information based on the Salesforce record search.

Finding your notifications in Agent Workspace

In Agent Workspace, notifications display for a short time. To access all the notifications, open the Agent Workspace **Notifications** view from the Side Bar.

Gplus information in browser log

crm-adapter option browser log messages

For troubleshooting purposes, Gplus Adapter writes the list of all agent level **crm-adapter** option settings to the browser log.

To find the list of configured Gplus Adapter options, search the log for the following string: **Gplus Adapter options**

Screen Pop browser log messages

Gplus Adapter also automatically writes messages to the browser log when Screen Pop events are successful or unsuccessful, showing all the search results that Gplus found in the interaction media type, the interaction userData, and the Salesforce records database. The messages helps you to identify the root cause when a Screen Pop is unsuccessful.

To find the Screen Pop browser log message, search the log for the following string: **Screen Pop processing**

The following is an example of a browser log message for a successful Screen Pop:

```
2022-08-16 14:04:41.230 [DEBUG] [WWE.Main.Application] Screen Pop processing:
ANI = 647401
KVP matching cti_ found in interaction userData:
cti_LastName = Clinton
```

```
Salesforce search returned 1 record:
Type: Contact
Name: Willard Clinton
```