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Gplus Adapter for Salesforce Agent's Guide

Click-to-dial

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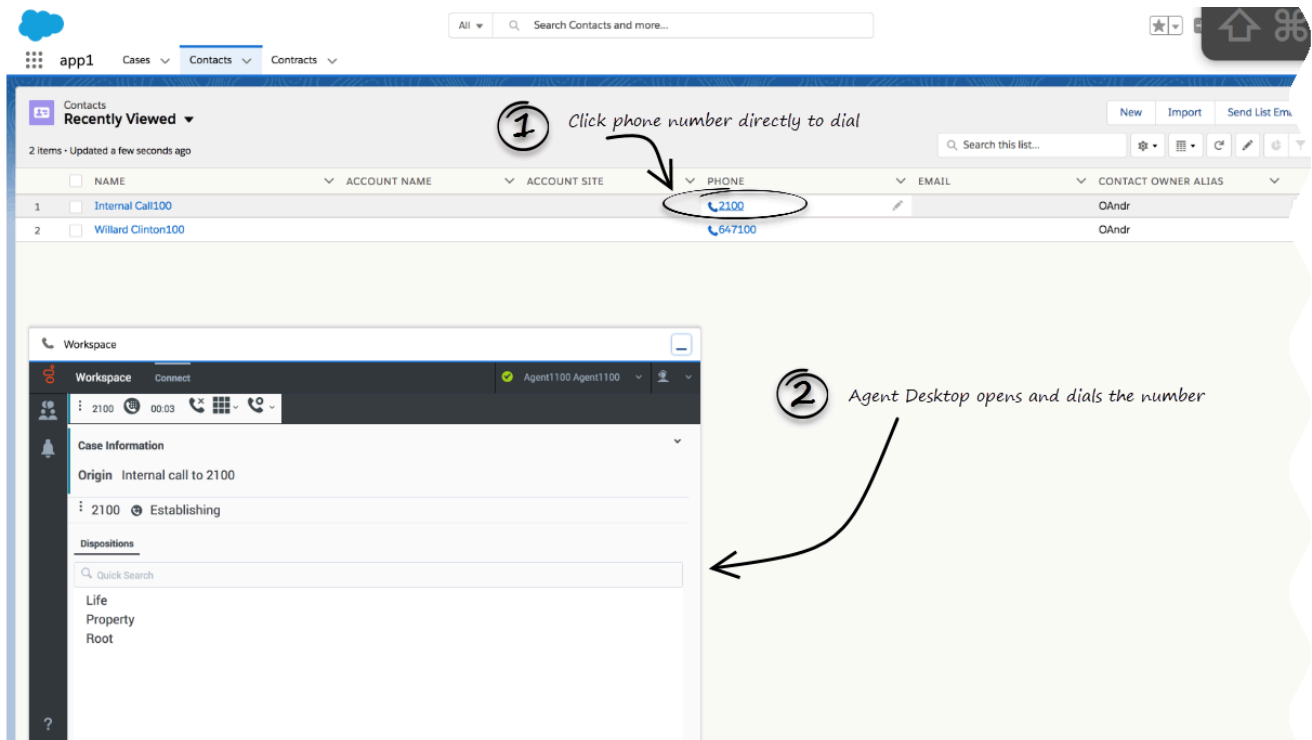
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Click-to-dial makes connecting to your customers easy. All you have to do is click their phone number to make a call.

Related documentation:

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Using click-to-dial



The click-to-dial feature enables you to have Adapter automatically dial a call when you click a phone number in Salesforce. For example, you can search for a contact in Salesforce and then click the related phone number in the search result to dial the call.

Related documentation

- To learn how to use Gplus Adapter, see the Genesys Agent Desktop help.