Gplus Adapter for Salesforce Agent's Guide
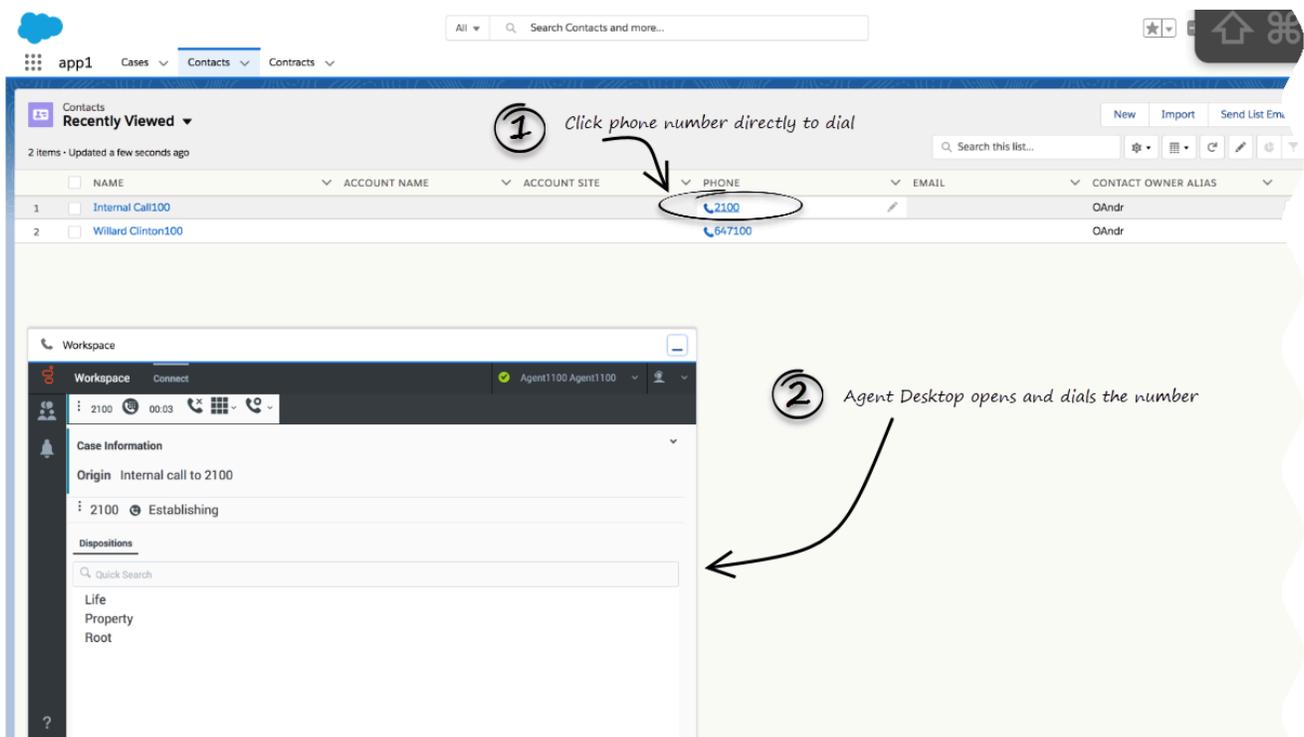
Click-to-dial

5/22/2026

Contents

- Agent

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:
-

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.

This capability might be disabled in your account configuration by your administrator.

Related documentation

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