This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Gplus Adapter for Salesforce Agent's Guide

Getting started

9/7/2026

Contents

- 1 How do I log in?
- 2 Gplus Adapter main view
- 3 How do I see Gplus Adapter in my own language?
- 4 How do I log out?
- 5 Log in with single sign-on (SSO)

- Agent

Logging in and getting ready to take call and handle Genesys Digital channels.

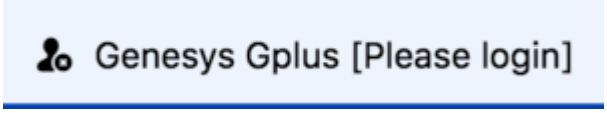
Related documentation:

-

How do I log in?

You can log into Gplus Adapter from within Salesforce doing the following:

1. Click the **Genesys Gplus [Please login]** icon in the Salesforce Utility Bar.

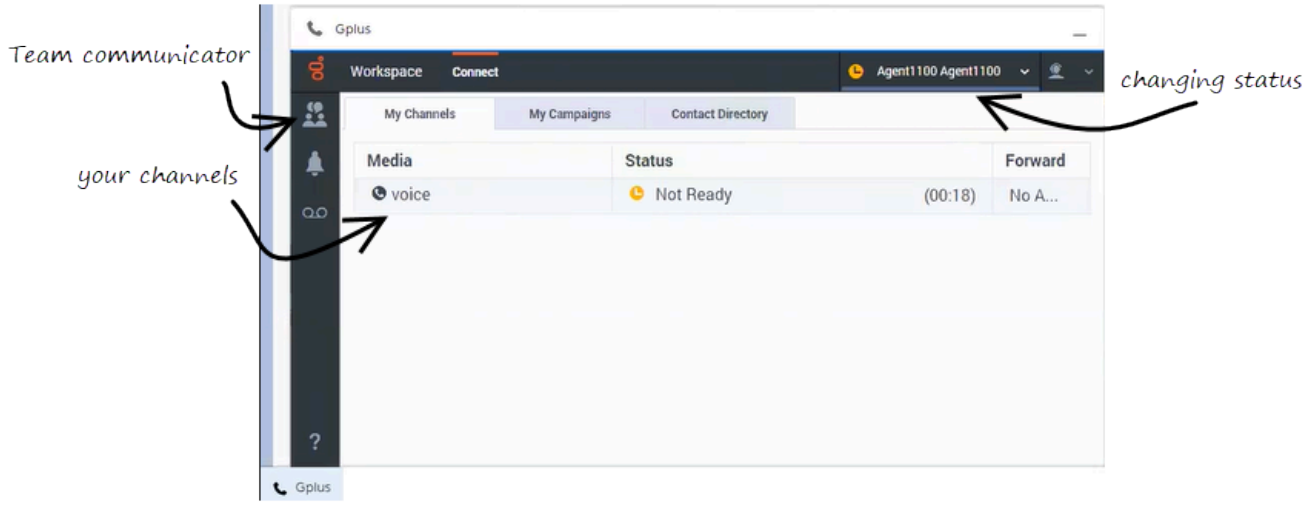


2. Follow the log in procedure. For more information about logging in, see Getting started in the Genesys Agent Workspace help.
3. After you successfully log in, you can start working in the Adapter main view.

If your company uses Single Sign-on (SSO), refer to Single Sign-on environments in the Genesys Agent Workspace help.

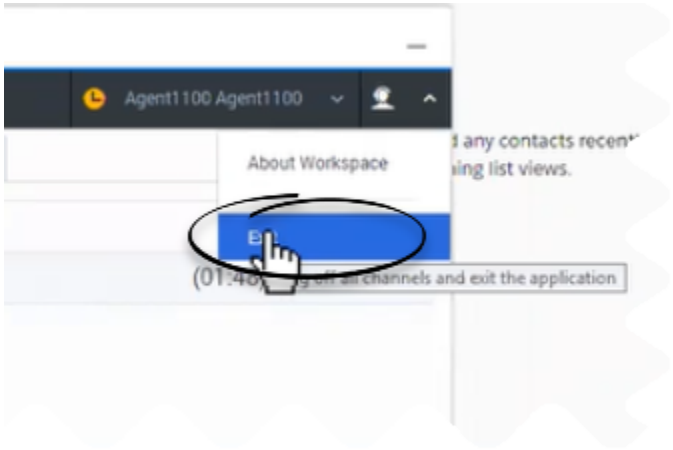
> **Warning**
> Logging in to Salesforce does not automatically log you in to Gplus Adapter. If the Adapter icon does not show your current Genesys Agent Workspace status, you are not logged in to Genesys and you cannot make or receive calls and other interactions.

Gplus Adapter main view



The Gplus Adapter button in the Salesforce Utility Bar displays your current status obtained from Agent Workspace. If Gplus Adapter is minimized, it still reflects changes to your current status. Refer to Getting started in the *Agent Workspace Help* for more information about your status and the status icons.

How do I log out?



Important

Genesys recommends that you log out of Gplus Adapter before you log out of Salesforce or close the last Salesforce tab.

To log off all channels and sign out of Gplus Adapter, click the agent icon and then select **Exit**. A

modal pop-up window will open asking your confirmation to log out of the application. Click **Exit**. If your company does not use SSO, Adapter returns you to the login page, where you can enter your credentials again, if needed.

Ensure that you close all the interactions before logging out, otherwise you will see an error message.

If your company uses SSO, after you log out, you must click the **Login** link to start a new session. See the Agent Workspace help for details. **NOTE:** This feature is supported only for Cloud deployments.