# Gplus Adapter 8.0 for Siebel CRM Deployment Guide

Common Changes

12/19/2025

# Contents

# Common Changes

The following information supplements or replaces information currently in the Gplus Adapter 8.0 for Siebel CRM Deployment Guide

**Change history for 8.0.310:**

- The Chapter 1 section was updated.
- The Chapter 4 section was added.
- The Chapter 5 section was added.

## Chapter 1: System Requirements

### Supported Siebel Versions

The following are now supported:

- The 8.0.310 version of the Gplus Adapter also supports Siebel CRM IP2017 and Siebel CRM 2018. (**Note:** Siebel IP 2017 and IP 2018 are only supported by Gplus Adapter for Siebel CRM 8.5. See the 8.5 Deployment Guide for information.)
- The 8.0.300 version of the Gplus Adapter also supports Siebel version 16.0 (IP2016) in Open UI mode. All Gplus Adapter components use Siebel-side resources from the IP2014 installation package directory.
- The 8.0.210 version of the Gplus Adapter also supports Siebel version 15.0 (IP2015) in both HI and Open UI modes. All Gplus Adapter components use Siebel-side resources from the IP2014 installation package directory.

## Chapter 4: Deploying the Configuration Synchronization Component

### XSLT and the filesystem

If XSLT is enabled for Configuration Synchronization Component, you must provide it with write-access permission to Configuration Synchronization Component's own working directory in the filesystem.

# Chapter 5: Deploying the Campaign Synchronization Component

## XSLT and the filesystem

If XSLT is enabled for Campaign Synchronization Server, you must provide it with write-access permission to Campaign Synchronization Server's own working directory in the `filesystem`.

## Setting the Genesys Configuration Options for the Campaign Synchronization Server

In the 8.0.310 release, the following configuration option was added to control additional logging of XML messages:

**xml-dump-dir**
Section: `xml`
Default Value: empty string
Valid Values: any directory path (relative or absolute) allowed by the given operating system
Changes Take Effect: Immediately
Mandatory: No

Defines the directory where the application writes the contents of XML requests. The directory will contain three types of files: Input Original XML Request body, the XSL-Transformed XML body, and the XML Response body.

### Important
Be aware of the following:

- The directory must exist before running the Adapter and requires write permissions.
- The Adapter does not clean the contents of the directory.
- If this functionality is enabled, it can affect the application performance.

# Chapter 6. Deploying the Voice Component

## The Voice Component Driver Commands and Events

Table 23: The Voice Component Driver Commands

The following lists additional Voice Component device command.

| Name | Component/Feature | Description |
|---|---|---|
| ExtendACW | Voice | Extend (infinitely) an agent's After Call Work state |

## The Detailed Descriptions of the Device Commands

Table 28: The Basic Voice Feature Device Commands

The following lists additional Voice Component device commands.

| ExtendACW | |
|---|---|
| **Description** | Extend (infinitely) an agent's After Call Work state |
| **stringParam** | Not used |
| **datasetParam** | Not used |

# Chapter 7: Deploying the UCS Gateway Server

## Configuring the Tabs in the Properties Dialog Box

Additional sections, **HTTP** and **settings** were added to the Options tab. As a result, note the following changes or additions to the following sections.

Procedure: UCS Gateway Server: Configuring the tabs in the Properties dialog box, Step 18

In the Sections pane, the following sections are listed:

- log
- HTTP
- settings

## Setting the Genesys Configuration Options for the UCS Gateway Server for Siebel CRM

A new **HTTP** section can be configured with the following options:

**authentication**
Default Value: `false`
Valid Values: `true, false`
Mandatory: No

Controls whether HTTP authentication in communication with clients is used. See Chapter 12, Deploying Basic HTTP Authentication of the Gplus Adapter 8.0 for Siebel CRM Deployment Guide for details.

- If set to `false`, authentication is not used.
- If set to `true`, authentication is used.

**ssl-enabled**
Default Value: `false`
Valid Values: `true, false`
Mandatory: No

Controls whether communication between the Adapter and the clients is secure.

- If set to `false`, communication is not secure.
- If set to `true`, communication is secure.

**ssl-protocol**
Default Value: TLS
Valid Values: Any non-empty valid SSL protocol name like SSL, SSLv2, SSLv3, TLS, TLSv1, TLSv1.1, TLSv1.2
Mandatory: No

Specifies the name of the requested Secure Socket layer (SSL) protocol, see the JVM documentation for details.

**key-store-file**
Default Value: No default value
Valid Values: Any valid path to the file
Mandatory: No

Specifies the pathname of the keystore file where you have stored the server certificate to be loaded.

**Note:** Consult the Java 2 Software Development Kit (SDK) documentation for the default keystore location if the **key-store-file** option is not specified, if it is empty, or if the specified keystore option does not exist.

**key-store-pass**
Default Value: No default value
Valid Values: Any valid keystore password
Mandatory: No

Specifies the password to the keystore.

**client-auth**
Default Value: false Valid Values: `true, false, want` Mandatory: No

Controls whether the client authentication is enabled.

- If set to `false`, it will not require a certificate chain unless the client requests a resource protected by a security constraint that uses CLIENT-CERT authentication.
- If set to `true`, the SSL stack will require a valid certificate chain from the client before accepting a

connection.

- If set to want, the SSL stack will request a client Certificate, but will not fail if one isn't presented.

**Note:** Consult the Apache Tomcat documentation for more details.

**trust-store-file**
Default Value: No default value
Valid Values: Any valid path to the file
Mandatory: No
Changes Take Effect: After restart

Specifies the trust store file to use to validate client certificates.

**trust-store-pass**
Default Value: No default value
Valid Values: Any valid **truststore** password
Mandatory: No

Specifies the password to access the trust store.

A new **settings** section can be configured with the following options:

**ucs-request-timeout**
Default Value: 90
Valid Values: any positive integers
Mandatory: No

Specifies request timeout in seconds for communication with UCS. If the option is not specified or specified with a value of less than 1, the default timeout (30 seconds) is applied.

**Note:** This request timeout should correlate with the HTTP request timeout configured on Siebel side for communication with UCSGateway (2 minutes by default).

# Chapter 8: Deploying the Multimedia Component

## Procedure: Multimedia Component: Deploying the Siebel repository file, browser scripts, web templates, and changing the Siebel Server configuration

The step #4 is replaced with:

4. Deploy (copy) the browser scripts from the <Browser script compilation folder>>, as set in Siebel Tools, to the corresponding Siebel Web Server extension folder:

- "<SWEApp>/public/<language_code>" - for Siebel prior to IP2016;
- "<SWEApp>/public" - for Siebel IP2016 and later.

## Table 57. The Multimedia Component Configuration Parameters

The following lists additional Multimedia Component parameters associated with this table.

| Configuration Parameter | Default Value | Required | Comments |
|---|---|---|---|
| InboundEmailActivityType | `Email - Inbound (MCR)` | Yes | Defines Activity Type for inbound Genesys email work items.<br>Replaces the ServiceParam.ActionType and ServiceParam.ActionTypeInbound command data parameters.<br>The value must represent the Language Independent Code of the LOV record. |
| OutboundEmailActivityType | `Email - Outbound (MCR)` | Yes | Defines Activity Type for outbound Genesys email work items.<br>Replaces the ServiceParam.ActionType and ServiceParam.ActionTypeOutbound command data parameters.<br>The value must represent the Language Independent Code of the LOV record. |
| ChatActivityType | `Text Chat` | Yes | Defines Activity Type for Genesys chat work items.<br>Replaces the ServiceParam.ActionType command data parameter.<br>The value must represent the Language Independent Code of the LOV record. |
| ActivityInitialStatus | `Not Started` | Yes | Defines Activity Status for the just created Genesys email or chat work items.<br>Replaces the ServiceParam.ActionInitialStatus command data parameter.<br>The value must |

| Configuration Parameter | Default Value | Required | Comments |
|---|---|---|---|
| | | | represent the Language Independent Code of the LOV record. |
| ActivityAcceptedStatus | In Progress | Yes | Defines Activity Status for accepted Genesys email or chat work items.<br>Replaces the ServiceParam.ActionInitialStatus command data parameter.<br>The value must represent the Language Independent Code of the LOV record. |
| ActivityFinalStatus | Completed | Yes | Defines Activity Status for completed Genesys email or chat work items.<br>Replaces the ServiceParam.ActionFinalStatus command data parameter.<br>The value must represent the Language Independent Code of the LOV record. |
| ActivityQueuedStatus | Queued | Yes | Defines Activity Status for queued Genesys email or chat work items.<br>Replaces the ServiceParam.ActionQueuedStatus command data parameter.<br>The value must represent the Language Independent Code of the LOV record. |
| ActivityCancelledStatus | Cancelled | Yes | Defines Activity Status for cancelled Genesys email or chat work items.<br>Replaces the ServiceParam.ActionCancelledStatus command data parameter.<br>The value must represent the Language Independent Code of the LOV record. |
| ChatTranscriptEmailTemplate | CHANGE_ME | No | Defines the Siebel Email |

| Configuration Parameter | Default Value | Required | Comments |
|---|---|---|---|
| | | | Template name to be used to create a Siebel email with a chat session transcript. |