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Web Services and Applications Deployment Guide

Deploying Gplus Adapter for Salesforce - WWE Option

4/11/2025

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The WWE option of Gplus Adapter for Salesforce is available in Salesforce Console and [Salesforce Lightning](#). It provides Salesforce-specific features such as updating activity history, screen pop, and click-to-dial, along with the full Workspace Web Edition user interface and the following features:

- Voice
- Chat
- Email
- Outbound Preview
- Voice and Chat Supervision (monitoring, coaching, barge-in)

Important

The Gplus Adapter URL in Salesforce Call Center follows this format: `https://<your company name>.genesyscloud.com/ui/crm-workspace/index.html`

Deployment tasks

Complete the following tasks to install and configure the adapter for the WWE option in your Genesys environment and in Salesforce.

1. [Install and configure Web Services.](#)
 - a. Make sure you set up SSL for Jetty — the adapter won't work without it. For more information about configuring SSL, see [Configure SSL](#).
 - b. If you want the adapter to use single sign-on, make sure you [Configure SAML](#) in Web Services. (You'll also need to add a special parameter to the **CTI Adapter URL** field in Step 4 of [Configuring the adapter in Salesforce](#).)

Important

The Gplus Adapter URL in Salesforce Call Center follows this format: `https://<your company name>.genesyscloud.com/ui/crm-workspace/index.html`

2. [Install and configure the adapter in Salesforce.](#)
3. Refer to the Web Services and Applications Configuration Guide for information about how to [configure](#)

[Workspace Web Edition](#) and [configure the adapter in your Genesys environment](#). The following Workspace Web Edition features are supported if you're using the WWE option:

- Voice
- Chat
- Email
- Outbound Preview
- Voice and Chat Supervision (monitoring, coaching, barge-in)

Don't forget to test and confirm that your Workspace Web Edition configuration is valid and your required features are enabled.

4. [Refer to the Gplus Adapters User Guide for information about how to work with the adapter.](#)