



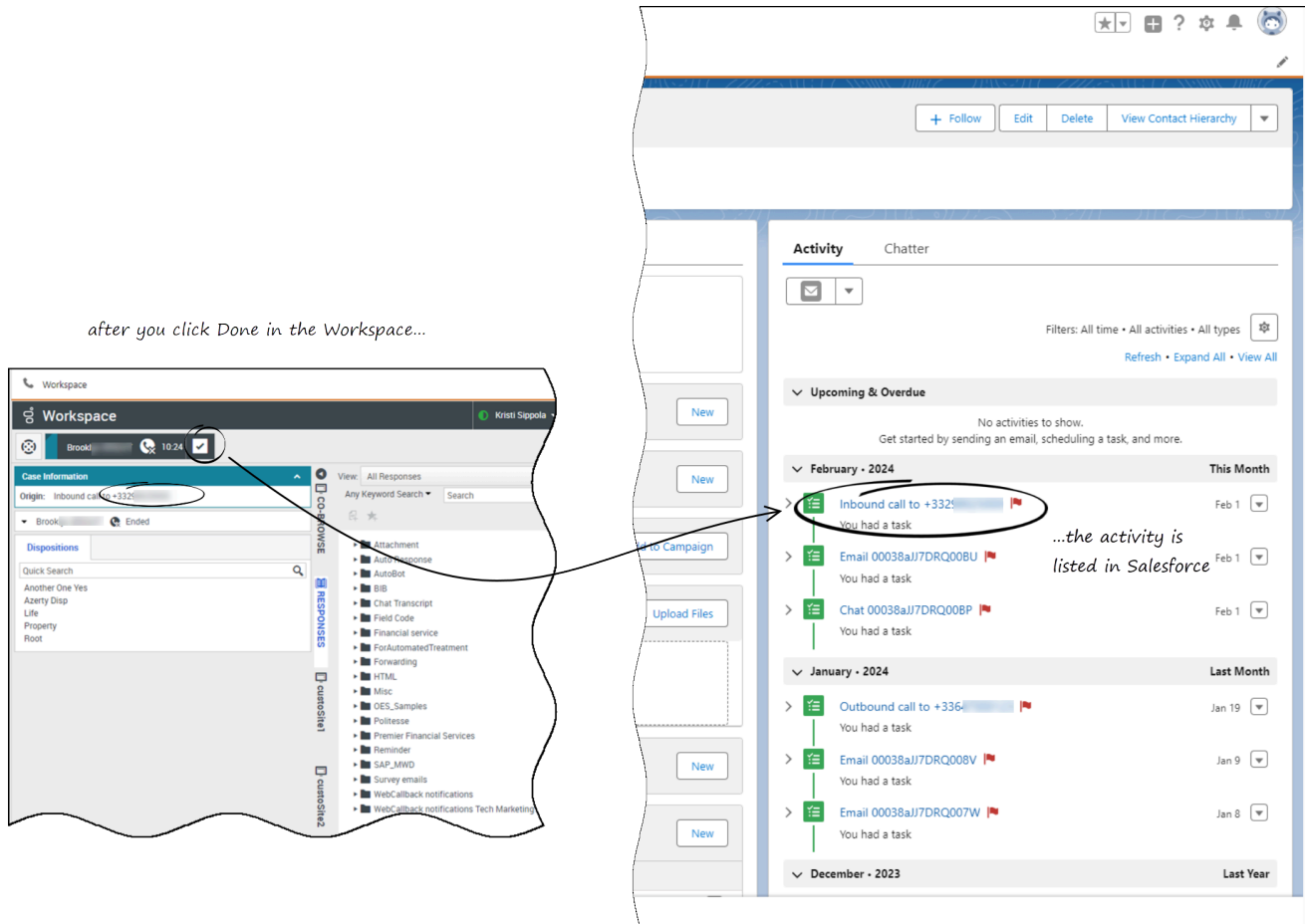
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Gplus Adapter User Guide

[Activity History](#)

Activity History

Gplus Adapter for Salesforce adds details about the interactions you handle in the Salesforce contact activity history.



When you mark a voice, chat, inbound email, or outbound campaign interactions as done (**Mark Done**), the details about the interaction are added to the contacts's activity history in Salesforce.

The types of information that are saved in the activity history include:

- Call duration
- Call type
- Case data
- Call UUID

Activity History

- Disposition
- Notes
- Time stamp
- Chat transcript
- Email subject
- Email body

Tip

- For chat interactions, the **Call type** field shows all chats as **Inbound**.
- For emails, the **Call type** field shows **Inbound** for received emails and **Outbound** for sent emails and replies.

Voice calls or chats that could not be established are not saved in the history. When a voice call or chat involves multiple parties, such as consultations and conferences, the activity is saved as only one interaction.

Related documentation

- To learn how to use Gplus Adapter, see the [Genesys Agent Desktop help](#).