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Gplus Adapter User Guide

Gplus Adapter for Salesforce User's Guide

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Welcome to the *Gplus Adapter for Salesforce User's Guide*.

Important

Beginning with version GWS 8.6 and later, the Gplus Adapter for Salesforce is based on Workspace Web Edition (WWE) only. It's included as part of the Web Services and Applications installation package.

Gplus Adapter for Salesforce is a soft phone integrated within the Salesforce environment that offers many of the same features as the Genesys Agent Desktop. This integration enables users to access integrated Salesforce features such as Click-to-Dial, Screen-Pops, and Activity History without navigating away from Salesforce.

Tip

For best performance, Salesforce recommends that console users adopt the Google Chrome™ browser and machines with 8 GB of RAM. To view more Salesforce recommendations, see [Salesforce Classic Console Recommendations](#).

Click any of the topics below for details.

- [Getting started with Gplus Adapter](#)
- [Working with Gplus Adapter](#)
- [Click-to-Dial](#)
- [Screen Pops](#)
- [Activity History](#)
- [Activity History \(Lightning Experience\)](#)
- [Open Media Interactions \(Lightning Experience\)](#)