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Gplus Adapter User Guide

Gplus Adapter User's Guide

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Welcome to the *Gplus Adapter User's Guide*. The Gplus Adapter has two implementations:

- **Gplus Adapter for Salesforce** is a soft phone that can be embedded in your Salesforce sales or service console or accessed in a separate window that is launched from a **Phone** icon. The standard adapter has a fixed size and the features and functionality are designed for a small screen space.
- **Gplus Adapter for Salesforce - Workspace Web Edition (WWE)** is an enhanced soft phone that has a larger window size and provides many of the same features and functionality as the Genesys Workspace Agent Desktop.

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.

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