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Gplus Adapter User Guide

[Logging in](#)

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Logging in

The Adapter is either in the left pane of the Customer Relationship Manager (CRM) window or you can launch it by clicking **Phone** in the bottom right corner *italic text* of the screen—it's one or the other, depending on how your administrators have configured the CRM in which the Adapter is implemented. If your CRM is configured for single sign-on, you don't need to log into your Gplus Adapter and when you launch the Adapter, you'll have immediate access. If your CRM isn't configured for single sign-on, you are prompted to log in.

If your Adapter is located in the bottom right of the screen, you can undock the Adapter by clicking the arrow at the top right of the Adapter. This opens the Adapter in a new browser window that you can resize and drag to a new location. If you want to redock the window, just click the arrow again and the window returns to the standard location.

How do I log in to the Adapter?

The diagram illustrates the login process for the Genesys Gplus Adapter in two stages:

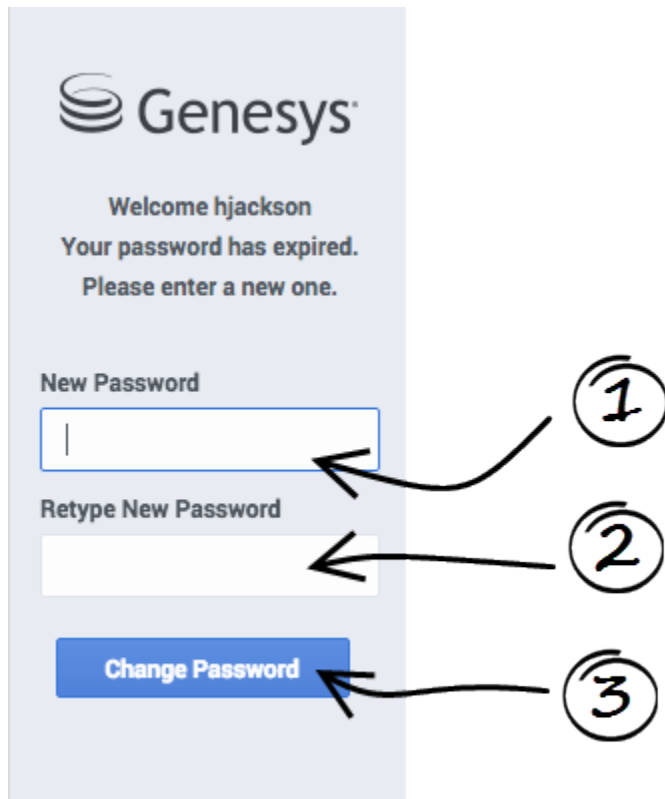
- Step 1:** The initial login screen, titled "Log in to Gplus Adapter". It features the Genesys logo and fields for "User" (containing "hjackson") and "Password". A "Log In" button is present. A handwritten circle with the number "1" and an arrow points to the "User" field, with the text "type your username and password" next to it.
- Step 2:** The secondary login screen, titled "Welcome Helen Jackson". It prompts the user to "Please fill in your current phone number" with a field containing "7204". Below this is a "Change Login Account" link and another "Log In" button. A handwritten circle with the number "2" and an arrow points to the first "Log In" button. A second handwritten circle with the number "3" and an arrow points to the "Please fill in your current phone number" field, with the text "type your place, phone number, or queue" next to it. A final handwritten circle with the number "4" and an arrow points to the second "Log In" button.

If you are prompted to log in, enter your Genesys username (such as an email address) and password and click **Log In**. If you have logged in before, your username is already be entered for you.

Depending on how your administrator has configured the Adapter, you might also see a secondary login page where you're prompted to enter the name of a place, a phone number, or enter a queue.

If you have logged into the Adapter before, the login page automatically enters your last known place. Most often, you can accept the last known place. If you have changed your place, phone number, or queue, you must update the field before you click **Log In**.

Changing your password



The screenshot shows the Genesys login interface. At the top is the Genesys logo. Below it, a message reads: "Welcome hjackson", "Your password has expired.", and "Please enter a new one." There are two input fields: "New Password" and "Retype New Password". A blue button labeled "Change Password" is at the bottom. Three numbered circles with arrows indicate the steps: 1 points to the "New Password" field, 2 points to the "Retype New Password" field, and 3 points to the "Change Password" button.

Genesys

Welcome hjackson
Your password has expired.
Please enter a new one.

New Password

Retype New Password

Change Password

1

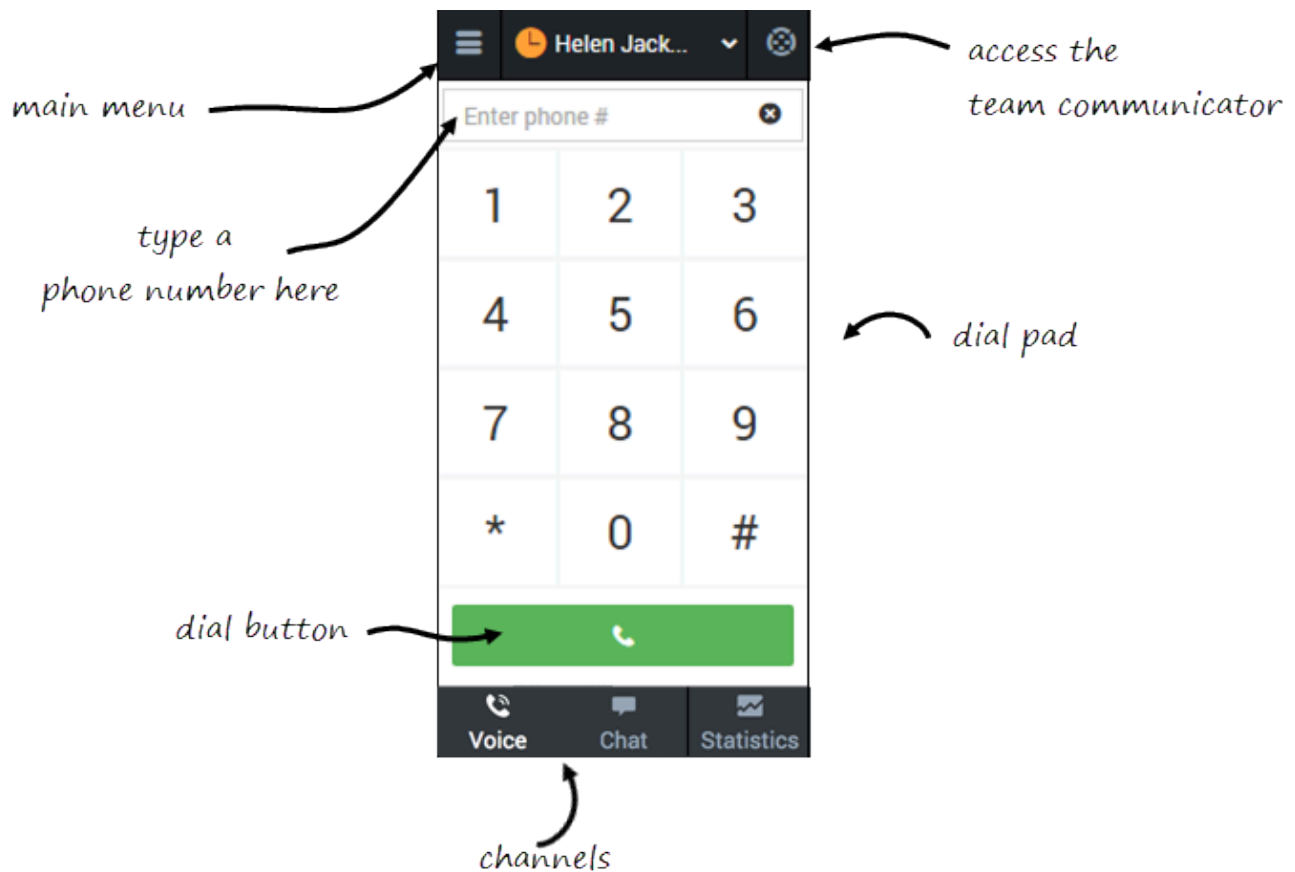
2

3

If your password has expired, you are prompted to change your password.

If needed, contact your administrator for password rules.

Adapter main view



After you log in, the main view is displayed. This default main view is set up by your system administrator and can be either voice (the telephone dial pad) or **statistics view**.

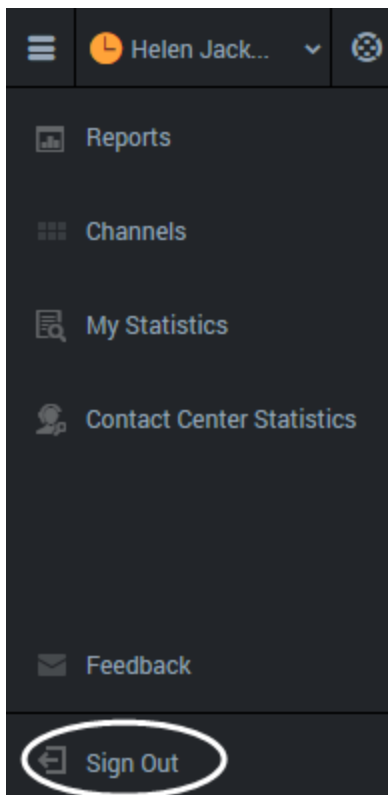
From the default main view, you can **change your status**, **navigate among your channels**, and **make a call** by using Team Communicator or the **Dial Pad** tab.

When you first log in, notice that your agent status is set for you; for instance, **Not Ready**. The default state is determined by your system administrator. If your status is not already set to ready, **change your status** to **Ready**.

Tip

After refreshing the page or after a call is completed, you must click anywhere within Salesforce or the Adapter. If you don't, screen pop might fail to occur.

Logging out



To log off all channels and sign out of Gplus Adapter for Salesforce, click the menu button , and then select **Sign Out**. The Adapter returns you to the login page, where you can enter your credentials again, if needed.

When you log out, all interactions are terminated and do not resume when you log back in again; therefore, ensure that your interactions are complete before logging out and closing your browser window.

Tip

You can't sign out if you have any active calls. If you try, the following error message is displayed. You must click **OK** before you can continue working with the Adapter.

