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Gplus Adapter User Guide

Gplus Adapter for Salesforce

12/20/2025

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Important

This version of Gplus Adapter for Salesforce is no longer supported by Genesys. We recommend you to upgrade to [Gplus Adapter for Salesforce - WWE Option](#). For migration steps, see [Migrating to Gplus Adapter for Salesforce - WWE Option](#).

As an agent, you'll be handling calls and making sure that you keep on top of your Key Performance Indicators (KPIs). Gplus Adapter is your softphone for handling calls (both inbound and outbound) and other interactions, such as chat or email. The softphone is launched from your contact management or ticket management system.

Important

What you see in the Gplus Adapter depends on your contact center and your role within it, so you might not be able to do or see all the things covered in this help. If you think you should be able to do or see something you can't, check with your supervisor or system administrator.

To get up and running quickly with your Gplus Adapter for Salesforce, see [Getting Started](#).