Web Services and Applications Configuration Guide

Gplus Adapter for Salesforce Configuration Options

5/4/2025

Gplus Adapter for Salesforce Configuration Options

Contents

> **Important**
>
> The options on this page are primarily for use with Gplus Adapter for Salesforce. A few of the adapter-specific options also apply if you're using the WWE option — see Gplus Adapter for Salesforce - WWE Option for details.

The Gplus Adapter for Salesforce has its own configuration options that you set in the **[crm-adapter]** section and it also takes advantage of some of the Workspace Web Edition options, set in the **[interaction-workspace]** section. As with Workspace Web Edition, you can apply configuration options to the Web Services Cluster Application, Agent Group, Person, and so on — see Configuration and Administration by Using Options and Annexes for details about the option override order.

Gplus Adapter for Salesforce options

- click-to-dial.preprocessing-rules
- feedback.submit-after-disconnect
- interaction.case-data.enable-advanced-view
- interaction.hide-disposition
- login.default-view
- multiple-instance.enable-mark-done-sync
- privilege-active-recording.can-use
- privilege-add-contact.can-use
- privilege-chat.can-push-url
- salesforce.activity-log.enabled-call-types
- salesforce.activity-log.enabled-chat-types
- salesforce.activity-log.field-mapping
- salesforce.chat.enable-object-association-tracking
- salesforce.chat.include-transcript-in-desc
- salesforce.chat.transcript-custom-field-name
- salesforce.email.include-body-in-desc
- salesforce.enable-focus-following
- salesforce.enable-in-focus-page-transfer
- salesforce.keep-session-alive
- salesforce.user-data.object-id-key
- salesforce.user-data.object-name-key

- salesforce.user-data.object-type-key
- salesforce.voice.enable-object-association-tracking
- screenpop.enable-for-consult
- screenpop.enable-for-internal-calls
- screenpop.id-key-regex
- screenpop.include-ani-in-search
- screenpop.include-dnis-in-search
- screenpop.on-ringing
- screenpop.chat.on-invite
- screenpop.email.on-invite
- screenpop.openmedia.on-invite
- screenpop.preprocessing-rule
- screenpop.search-key-regex
- screenpop.transfer-object-key
- statistics.allow-footer-view
- statistics.badge-resource
- statistics.badge-statistic
- system.feedback
- system.log
- templates.salesforce.<interaction type>.<salesforce argument>

- voice-note.key-name

click-to-dial.preprocessing-rules

- **Default Value:** default
- **Valid Values:** default, none, or a comma-separated list of pre-processing rule section names
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the pre-processing rules to apply to the phone number before making a dial request. If the option is not defined, the default rule is applied. The possible values are:
    - default — applies the default rules:
        - If the phone number is 10 digits, add +1.
        - If the phone number is 11 digits, add +.
        - If the phone is greater than 11 digits and doesn't start with 011, add 011.
    - none — turns off pre-processing.
    - <pre-processing-rule-section-name(s)> — name of the pre-processing rule section(s). Within a rule section, you **must** set the following key/value pairs:
        - expression — A regex that defines the condition to be matched.
        - prefix — The prefix to be added to the phone number if the expression is matched.
        - description — A short description of the rule.

Here's how the default rules would be configured:

```
[crm-adapter]
click-to-dial.preprocessing-rules: preprocessing-rule-10-digit-US-numbers,
preprocessing-rule-11-digit-US-numbers, preprocessing-rule-international-numbers

[preprocessing-rule-10-digit-US-numbers]
expression: ^[0-9]{10}$
prefix: +1
description: "If it is 10 digits add +1"

[preprocessing-rule-11-digit-US-numbers]
expression: ^[0-9]{11}$
prefix: +
description: "If it is 11 digits, add +"

[preprocessing-rule-international-numbers]
expression: ^(?!011)[0-9]{8,}$
prefix: 011
description: "If it is greater than 11 digits and doesn't start with 011, add 011"
```

> **Important**
>
> The adapter runs each rule in sequence until it finds a match and adds the prefix. No further rules are executed.

feedback.submit-after-disconnect

- **Default Value:** `never`
- **Valid Values:** `always`, `prompt`, `never`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: This option controls how the adapter handles the submission of feedback logs after the adapter is disconnected from GWS. When set to `always`, the adapter always submits feedback logs without asking the user. When set to `prompt`, the user is prompted to allow the Adapter to submit feedback logs. When set to `never`, no feedback logs are submitted.

interaction.case-data.enable-advanced-view

- **Default Value:** `false`
- **Valid Values:** `true`, `false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies whether the adapter should use the advanced case data view that supports editing, links, and ordering.

interaction.hide-disposition

- **Default Value:** `false`
- **Valid Values:** `true`, `false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Hides the Disposition section in the voice detail view. If the Workspace Web Edition option interaction.disposition.is-mandatory is set to `true`, the adapter shows the Disposition regardless of the setting for `interaction.hide-disposition`.

login.default-view

- **Default Value**: `voice`
- **Valid Values**: `voice, statistics`
- **Changes Take Effect**: When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies which view the agent sees upon logging in to the adapter.

multiple-instance.enable-mark-done-sync

- **Default Value:** `false`
- **Valid Values:** `true, false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies whether clicking **Mark Done** applies to all instances of the adapter when it's running in multiple tabs or windows. If set to `true`, all instances are marked done when the agent clicks **Mark Done**; if set to `false`, the agent has to click **Mark Done** in each tab or window. You should also set salesforce.enable-focus-following to `true`.

privilege.active-recording.can-use

- **Default Value:** `true`
- **Valid Values:** `true, false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description:** Specifies whether the agent can record voice calls. The `true` value switches on recording only if the same `interaction-workspace` option is also enabled. However, the `false` value switches off recording without consideration of the `interaction-workspace` option value. **Note:** Do not set up this same recording option under both the `crm-adapter` section and the `interaction-workspace` section. In the case where both options are available, the Adapter will use the option from the `interaction-workspace` section. Genesys recommends recording only be set up in the `interaction-workspace` section.

privilege.add-contact.can-use

- **Default Value:** `false`
- **Valid Values:** `true, false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies whether the agent can add contacts in UCS.

privilege.chat.can-push-url

- **Default Value:** `false`
- **Valid Values:** `true, false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies whether the agent can add hyperlinks to chat messages.

privilege.password.can-change

- **Default Value**: false
- **Valid Values**: true, false
- **Changes take effect**: When the session is started or restarted.
- **Salesforce modes (CRM Adapter)**: Classic, Console
- **Salesforce modes (Adapter-WWE)**: Not supported
- **Description**: Specifies whether the agent can change their password. When enabled, the **Change Password** option is shown in the Adapter's main menu. Note that this option overrides the **password-change** option in the Annex of the User object in the configuration.

salesforce.activity-log.enabled-call-types

- **Default Value:** `Inbound, Outbound, Internal, Consult`
- **Value Values:** A comma-separated list of call types (`Inbound, Outbound, Internal, Consult`) or an empty value to disable all.
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the call types the adapter should create activity history entries for in Salesforce.

salesforce.activity-log.enabled-chat-types

- **Default Value:** `Inbound, Consult`
- **Value Values:** A comma-separated list of chat types (`Inbound, Consult`) or an empty value to disable all.
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the chat types the adapter should create activity history entries for in Salesforce.

salesforce.activity-log.field-mapping

- **Default Value:** None
- **Valid Values:** The name of a configuration section that contains the mapping.
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the name of the configuration section where the mapping is defined. In that section, each key must correspond to a UserData key the adapter should look for and each value must correspond to the name of the custom activity field in Salesforce. If this option is not defined or has a blank value, no custom values are added when the adapter creates the activity history. Also, if a given key is not present in the UserData or does not have a value, the adapter doesn't include it in the activity creation request.

Here's an example of how to configure the mapping:

```
[crm-adapter]
salesforce.activity-log.field-mapping=my-field-mappings

[my-field-mappings]
firstName=first_name__c
lastName=last_name__c
```

salesforce.chat.enable-object-association-tracking

- **Default Value:** false
- **Valid Values:** true, false
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies whether to track agent's navigation through various Salesforce objects such as: Contacts, Accounts, Tasks while agent is processing chat interactions. When this option is set to true, agents may select an object from the navigation list to associate interaction log activity with from Object Association drop down menu on Mark Done call screen. This option requires that the interaction.case-data.is-read-only-on-idle option is set to false.

salesforce.chat.include-transcript-in-desc

- **Default Value:** true
- **Valid Values:** true, false
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies whether the adapter saves the chat transcript as part of the activity description in Salesforce.

salesforce.chat.transcript-custom-field-name

- **Default Value:**
- **Valid Values:** Name of a custom field in Salesforce
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the name of a custom activity field in Salesforce. If set, the adapter saves the chat transcript to this field in Salesforce. **Note:** Salesforce Lightning Experience supports only 255 characters for Text fields. If you configure the Text fields to store the chat transcripts and set the length of characters as 255, only the first 255 characters of the chat transcript will be saved in the Activity History and the remaining transcript will be truncated. However, you can still view the **Details** and **Case Data** of the chat interaction in the **My History** tab in Agent Desktop. Whereas, if you configure the Text field's character length with a value less than 255, then, an activity might not get created in Salesforce if the chat transcript exceeds the configured character length.

salesforce.email.include-body-in-desc

- **Default Value:** false
- **Valid Values:** true, false
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Not supported
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: When set to true, includes the text version of the email body in the activity description in Salesforce. The email body is saved only for inbound emails and outbound replies.

salesforce.enable-focus-following

- **Default Value:** false
- **Valid Values:** true, false
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: If set to true, when there are multiple instances of the adapter running at the same time in multiple browser tabs or windows, the adapter tracks which instance is active. Only the active adapter sends screen pop requests to Salesforce, which prevents duplicate requests and multiple screen pops. You should also set multiple-instance.enable-mark-done-sync to true.

salesforce.enable-in-focus-page-transfer

- **Default Value:** `false`
- **Valid Values:** `true, false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies whether to update the call data with the ID of the object the agent is looking at in Salesforce when performing a voice or chat conference or transfer. If set to `true`, the agent receiving the voice or chat conference or transfer gets a screen pop for the most relevant object.

salesforce.keep-session-alive

- **Default Value:** `false`
- **Valid Values:** `true, false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies whether to prevent the Adapter from logging out of Salesforce when there is no activity in Salesforce beyond a configurable time period. If set to `true`, the Adapter refreshes the Salesforce session at short intervals and keeps the Adapter-Salesforce session alive.

salesforce.user-data.object-id-key

- **Default Value:**
- **Valid Values:** A valid user key name to store the Salesforce object id. For example: `sf_object_key`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the key the adapter uses when saving the ID of the focused Salesforce object to attached data.

salesforce.user-data.object-name-key

- **Default Value:**
- **Valid Values:** A valid user key name to store the Salesforce object name. For example: `sf_object_name`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies the key the adapter uses when saving the name of the focused Salesforce object to attached data.

salesforce.user-data.object-type-key

- **Default Value:**

- **Valid Values:** A valid user key name to store the Salesforce object type name. For example: `sf_object_type`

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies the key the adapter uses when saving the type of the focused Salesforce object to attached data.

salesforce.voice.enable-object-association-tracking

- **Default Value:** `false`

- **Valid Values:** `true, false`

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Console

- **Salesforce modes (Adapter-WWE):** Not supported

- **Description**: Specifies whether to track agent's navigation through various Salesforce objects such as: Contacts, Accounts, Tasks while agent is processing voice interactions. When this option is set to true, agents may select an object from the navigation list to associate interaction log activity with from Object Association drop down menu on Mark Done call screen. This option requires that the interaction.case-data.is-read-only-on-idle option is set to `false`.

screenpop.enable-for-consult

- **Default Value:** `false`

- **Valid Values:** `true, false`

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Not supported

- **Description:** Specifies whether the adapter initiates screen pops for consultation calls regardless of screenpop.enable-for-internal-calls option configuration.

screenpop.enable-for-internal-calls

- **Default Value:** `true`

- **Valid Values:** `true, false`

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies whether the adapter initiates screen pops for internal calls.

screenpop.id-key-regex

- **Default Value:**

- **Valid Values:** A regular expression that matches a UserData key.

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies a regular expression pattern used to match a UserData key. This key's value should contain the ID of an object to screen pop in Salesforce. As with the existing screen pop behavior using the "id_" prefix, if multiple matching keys are present, the adapter only uses the first one. If this option isn't defined, the adapter uses the existing "id_" prefix logic.

screenpop.include-ani-in-search

- **Default Value:** true

- **Valid Values:** true, false

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies whether the ANI is used in the screen pop search.

screenpop.include-dnis-in-search

- **Default Value:** false

- **Valid Values:** true, false

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Not supported

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies whether the DNIS is used in the screen pop search.

screenpop.on-ringing

- **Default Value:** false

- **Valid Values:** true, false

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Classic, Console

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies whether the adapter initiates a screen pop in Salesforce when the call is ringing. If not set or `false`, the adapter initiates a screen pop when the call is established.

screenpop.chat.on-invite

- **Default Value:** `false`

- **Valid Values:** `true`, `false`

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Not supported

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description:** Specifies whether the adapter initiates a screen pop in Salesforce immediately after displaying the chat invite notification. If the option is not set or `false`, the adapter initiates a screen pop only when the agent accepts the chat invite.

screenpop.email.on-invite

- **Default Value:** `false`

- **Valid Values:** `true`, `false`

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Not supported

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description:** Specifies whether the adapter initiates a screen pop in Salesforce immediately after displaying the email invite notification. If the option is not set or `false`, the adapter initiates a screen pop only when the agent accepts the email invite.

screenpop.openmedia.on-invite

- **Default Value:** `false`

- **Valid Values:** `true`, `false`

- **Changes Take Effect:** When the session is started or restarted.

- **Salesforce modes (CRM Adapter):** Not supported

- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description:** Specifies whether the adapter initiates a screen pop in Salesforce immediately after displaying the open media invite notification. If the option is not set or `false`, the adapter initiates a screen pop only when the agent accepts the open media invite. This option supports the open media items configured in the openmedia.workitem-channels option.

screenpop.preprocessing-rule

- **Default Value:** `default`

- **Valid Values:** `default`, none, or a pre-processing rule section name.
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the pre-processing rule to apply to the ANI before showing the screen pop. If the option is not defined, the default rule is applied. The possible values are:
    - `default` — applies the default rule, which removes +1 from the beginning of the ANI.
    - none — turns off pre-processing.
    - `<pre-processing-rule-section-name>` — name of the pre-processing rule section. Within this rule section, you **must** set the following key/value pairs:
        - `expression` — A regex that defines the condition to be matched.
        - `replacement` — The string to replace the matched substring. If you set this value to empty, this removes the matched section.
        - `description` — A short description of the rule.

Here's how the default rule would be configured:

```
[crm-adapter]
screenpop.preprocessing-rule: preprocessing-rule-remove-prefix

[preprocessing-rule-remove-prefix]
expression: ^\\+1
replacement:
description: "Remove +1 from the beginning of the number"
```

screenpop.search-key-regex

- **Default Value:**
- **Valid Values:** A regular expression that matches one or more UserData keys.
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies a regular expression pattern used to match one or more UserData keys. The values for these keys are used to build the search and screen pop expression in Salesforce. If this option is not defined, the adapter uses the existing "cti_" prefix logic.

screenpop.transfer-object-key

- **Default Value:** `id_transfer_object`
- **Valid Values:** A valid key
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning

- **Description**: Specifies the custom UserData key the adapter should use for the object ID of the focused page in Salesforce.

statistics.allow-footer-view

- **Default Value:** `false`
- **Valid Values:** `true`, `false`
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Allows the option for the contact center statistic view to be accessible in the channels footer.

statistics.badge-resource

- **Default Value:** An empty string.
- **Valid Values:** An identifier contained in `statistics.agent-groups`, `statistics.queue-groups`, `statistics.routing-points`, or `statistics.virtual-queues` or the string user for the statistics of the current user.
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies the name of the resource(s) within which the statistics service queries to get the desired statistics. The resources queried are `statistics.agent-groups`, `statistics.queue-groups`, `statistics.routing-points`, or `statistics.virtual-queues` from the **[interaction-workspace]** section or the statistics of the current user.

statistics.badge-statistic

- **Default Value:** An empty string.
- **Valid Values:** A valid statistical parameter belonging to the resource configured in the **statistics.badge-resource** option.
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: Specifies the statistic-name of the parameter (for example, CurrentNotReadyAgents_VAG) belonging to the resource configured in the statistics.badge-resource option. The statistic configured here is queried within the resource and the resulting value is displayed on the statistic badge in the adapter footer.

> ## Important

> Currently, you can configure only one statistical parameter in this option. Ensure that you configure the corresponding section name of the statistical parameter configured in this option in the statistics.displayed-statistics option.

Example configuration: For example, you already have the following section in your GWS application that displays the agents in *Not Ready* status.

```
[CC-CurrentNotReadyAgents_VAG]
display-name=Not Ready Agents
statistic-name=CurrentNotReadyAgents_VAG
```

Then, your configuration to display the number of agents in *Not Ready* status on the statistic badge will be as follows:

- statistics.badge-resource=GPlus_Group_Of_Queues_QA (the example value configured here is the virtual agent group, that is, an identifier from statistics.queue-groups)

- statistics.badge-statistic=CurrentNotReadyAgents_VAG (the example value configured here is the statistic-name that will display the number on the badge)

- statistics.displayed-statistics=CC-CurrentNotReadyAgents_VAG (the example value configured here is the section name of the statistic in the GWS application)

system.feedback

- **Default Value:** false
- **Valid Values:** true, false
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies whether to show the Feedback item in the main menu. When feedback is sent, the adapter automatically includes supporting information, such as configuration, logs, and active interactions.

system.log

This option is deprecated as of release 8.5.201.09.

[+] See the option description

- **Default Value:** off
- **Valid Values:** on, off
- **Changes Take Effect:** When the session is started or restarted.
- **Description**: Specifies whether to show logging in the browser console.

> **Important**
> Even if this option is set to off, the log messages are still included in system.feedback.

templates.salesforce.<interaction type>.<salesforce argument>

- **Default Value:**
- **Valid Values:** A string with custom template variables wrapped in "{" and "}"
- **Changes Take Effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Console, Lightning
- **Description**: Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity. You can specify two arguments in the option name:
    - <interaction type> is either inbound-voice, outbound-voice, transfer-voice, chat, or email (WWE option only).
    - <salesforce argument> is subject (the adapter currently supports only this argument).

Set the value of this option to a string that contains custom template variables wrapped in "{" and "}". For details, see Custom templates.

voice.note.key-name

- **Default Value:** None
- **Valid Values:**Valid attached data key name
- **Changes take effect:** When the session is started or restarted.
- **Salesforce modes (CRM Adapter):** Classic, Console
- **Salesforce modes (Adapter-WWE):** Not supported
- **Description**: **Description:** If this option is defined, the note is stored in attached data using the defined key. If this option is not defined, the note is stored in UCS (if available).

Workspace Web Edition options

The following Workspace Web Edition options also apply to the Gplus Adapter for Salesforce.

Active Recording	• privilege.active-recording.can-use

Agent Status	• agent-status.enabled-actions-by-channel • agent-status.enabled-actions-global • agent-status.not-ready-reasons
Application	• system.cometd.timeout • system.log-level
Chat	• *No results* • privilege.chat.can-one-step-conference • privilege.chat.can-one-step-transfer • privilege.chat.can-release-consultation • privilege.chat.can-two-step-conference • privilege.chat.can-two-step-transfer • privilege.chat.can-use
Contact Center Statistics	• statistics.displayed-statistics • statistics.refresh-time • statistics.routing-points
Expression	• expression.url
Interaction	• interaction.case-data.enable-hyperlink • interaction.case-data.format-business-attribute • interaction.case-data.is-read-only-on-idle • interaction.disposition.is-mandatory • interaction.disposition.value-business-attribute
Interaction Preview (Toast)	• toast.case-data.format-business-attribute
Intercommunication	• intercommunication.voice.make-call-caller-id-business-attribute • intercommunication.voice.routing-based-actions • intercommunication.voice.routing-based-targets • intercommunication.voice.routing-points

KPI	• kpi.displayed-kpis
Login	• login.prompt-place • login.voice.list-available-queues • login.voice.prompt-dn-less-phone-number • login.voice.prompt-queue
Outbound	• privilege.outbound.can-use • privilege.outbound.push-preview.can-use
Screen Recording	• privilege.screen-recording.can-use
Team Communicator	• presence.evaluate-presence • privilege.teamcommunicator.can-manage-favorites • privilege.teamcommunicator.can-view-recent-calls • teamcommunicator.add-recent-filters.voice • teamcommunicator.corporate-favorites • teamcommunicator.list-filter-showing • teamcommunicator.recent-max-records
Voice	• privilege.voice.can-one-step-conference • privilege.voice.can-one-step-transfer • privilege.voice.can-reject-call • privilege.voice.can-release-call • privilege.voice.can-two-step-conference • privilege.voice.can-two-step-transfer • privilege.voice.can-use • voice.mark-done-on-release • privilege.voice.can-show-hold-duration
Voicemail	• privilege.voicemail.can-use • voicemail.access-number