



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services and Applications Configuration Guide

What is Web Services and Applications?

What is Web Services and Applications?

Contents

- **1 What is Web Services and Applications?**
 - **1.1 Workspace Web Edition**
 - **1.2 Gplus Adapter for Salesforce**

Web Services and Applications is a set of REST APIs and user interfaces that provide a web-based client interface to access Genesys services. The following UIs are currently offered:

- Workspace Web Edition
- Gplus Adapter for Salesforce

This guide provides information about how to configure the UIs that are included in Web Services and Applications. Before you get started, make sure you've completed the steps in the [Web Services and Applications Deployment Guide](#).

Workspace Web Edition

Workspace Web Edition is an HTML 5 thin-client application that provides agents and knowledge workers with non-intrusive access to the information, processes, and applications that they need to perform their jobs more efficiently and to ensure increased customer satisfaction.

Gplus Adapter for Salesforce

Gplus Adapter for Salesforce is an integrated solution that enables Salesforce users to handle contact center interactions seamlessly within Salesforce. The adapter currently includes two separate modes:

Standard Mode

In Standard Mode, Gplus Adapter for Salesforce is available in either Salesforce Classic and Salesforce Console. It provides voice and chat functionality, along with Salesforce-specific features such as updating activity history, screen pops, and click-to-dial.

Workspace Web Edition Mode

In Workspace Web Edition Mode, Gplus Adapter for Salesforce is available in Salesforce Console and Lightning Experience modes. It provides all the functionality available in Workspace Web Edition, along with additional Salesforce-specific features such as updating activity history, screen pop, and click-to-dial, along with the full Workspace Web Edition user interface and the following features:

- Voice
- Chat
- Email
- Outbound Preview
- Voice and Chat Supervision (monitoring, coaching, barge-in)