GENESYS™

Genesys Engage cloud Administrator's Guide

Gplus Adapter (v8) for Salesforce

12/22/2025

Gplus Adapter (v8) for Salesforce

Contents

Genesys Engage cloud offers two different ways for your Salesforce users to handle contact center interactions seamlessly within Salesforce. Both methods provide a single integrated agent desktop experience that presents complete customer information at a glance to more effectively serve customers in Salesforce.

- Gplus Adapter for Salesforce
- Agent Desktop in Salesforce Console

Gplus Adapter for Salesforce

Available in Salesforce Classic and Salesforce Console, the adapter provides voice and chat functionality, along with Salesforce-specific features such as updating activity history, screen pops, and click-to-dial.

Browser Support

The adapter supports the following web browsers:

- Microsoft Internet Explorer 10 and 11
- Google Chrome 38+
- Firefox 34+

To install and configure Gplus Adapter for Salesforce in your Salesforce environment, complete the procedure explained here.

Agent Desktop in Salesforce Console

Available in Salesforce Console, it provides Salesforce-specific features such as updating activity history, screen pop, and click-to-dial, along with the full Agent Desktop user interface and the following features:

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

Browser Support

Agent Desktop in Salesforce Console supports the following web browsers:

- Microsoft Internet Explorer 11+
- Google Chrome 38+
- Firefox 34+

To deploy Agent Desktop in Salesforce Console, complete the procedure explained here.