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# Genesys Engage cloud Release Note

Gplus Adapter for Microsoft Dynamics 365

4/24/2025

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# Gplus Adapter for Microsoft Dynamics 365

 **Note:** The updates listed below might not apply to all environments.

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## August 02, 2022

### What's New

Gplus Adapter now supports:

- WorkItem as a new channel for agents.
- Multiplatform InstanceURL configuration.

### Resolved Issues

There are currently no resolved issues.

### Known Issues

There are currently no known issues.

## August 02, 2021

### What's New

- Gplus Adapter now supports WebRTC.

- Gplus Adapter is now available for Dynamics Customer Service Workspace that will allow agents to work on multiple sessions at a time in a single workspace experience.

### Resolved Issues

There are currently no resolved issues.

### Known Issues

There are currently no known issues.

June 02, 2021 (9.0.004.01)

### What's New

This release includes only resolved issues.

### Resolved Issues

Agents can log in successfully without any errors. Previously, there were issues when agents tried to log in.

### Known Issues

There are currently no known issues.

April 02, 2021 (9.0.004.00)

### What's New

- Gplus Adapter now supports the Workflow Designer. This tool allows administrators to customize how the screenpop and records can be created in Dynamics 365.

### Resolved Issues

- Recording handling buttons (start, stop, pause recording) are no longer hidden when active recording is set for an agent's management.
- The Adapter no longer hangs if the agent was configured with non-voice channels.

## Known Issues

There are currently no known issues.

June 26, 2020 (9.0.003.00)

## What's New

- Gplus Adapter now supports Microsoft Channel Integration Framework (CIF) V2.0.

April 02, 2020 (9.0.002.00)

## What's New

- Gplus Adapter now supports Microsoft Unified Service Desk (USD).

January 17, 2020 (9.0.0.0)

## What's New

- Gplus Adapter is embedded in Microsoft Dynamics 365
  - Single pane desktop user experience
  - Support Channel Integration Framework (CIF) V1.0
  - Customer Engagement Applications for Sales and Customer Service
  - Activity history tracking (type = Phone Call)
  - Customizable screen pop
- Agent Status Management - Ready, Not Ready (with Reasons), Logoff, and so on
- Agent Performance Tracker
- Inbound/Outbound Voice
  - Call controls - Make call, Accept, Hold, End Call, Transfer, Conference

- Inbound toast alert
- Case Data view
- Free Seating based on Place (Genesys SIP only)
- Click-to-call from Dynamics Phone field

## Known Issues

There are currently no known issues.

For documentation, see [Gplus Adapter for Microsoft Dynamics 365](#).