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# Genesys Engage cloud Supervisor's Guide

Gplus Adapter User Guide (v8)

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## Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

Welcome to the *Gplus Adapter User Guide*. This guide provides all the information you need to start working with the adapter in your environment.

The Gplus Adapter can be implemented in two different options:

- **Gplus Adapter for Salesforce** is a soft phone that can be embedded in your Salesforce sales or service console or be accessed in a separate window that is launched from a **Phone** icon. The standard adapter has a fixed size and therefore the features and functionality is designed for a small screen space.
- **Gplus Adapter for Salesforce - Agent Desktop** is an enhanced soft phone that has a larger window size and thus provides many of the same features and functionality as the Genesys Workspace Agent Desktop.

Click any of the topics below for details.

### Gplus Adapter for Salesforce

This chapter explains the features and functionality of this product.

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[Getting Started](#)

[Handling an Incoming Call](#)

[Chatting with a Customer](#)

### Gplus Adapter for Salesforce - Agent Desktop Option

This chapter explains the features and functionality of this product.

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[Gplus Adapter for Salesforce - Agent Desktop Option](#)