Genesys Engage cloud Supervisor's Guide

Gplus Adapter for Salesforce (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.

As an agent, you'll be handling calls and making sure that you keep on top of your KPIs. Gplus Adapter is your softphone for handling calls (both inbound and outbound) and other interactions, such as chat or emails. The softphone is launched from your Contact management or ticket management system.

> **Important**
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> What you see in the adapter depends on your contact center and your role within it, so you might not be able to do or see all the things covered in this help. If you think you should be able to do or see something you can't, check with your supervisor or system administrator.

To get quickly up and running with your Gplus Adapter for Salesforce, see Getting Started.