Genesys Engage cloud Supervisor's Guide

Gplus Adapter User Guide (v8)

4/13/2025

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> ## Important
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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	Gplus Adapter for Salesforce - Agent Desktop Option
This chapter explains the features and functionality of this product.	This chapter explains the features and functionality of this product.
Getting Started Handling an Incoming Call Chatting with a Customer	Gplus Adapter for Saleforce - Agent Desktop Option