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# Web Services and Applications Deployment Guide

Enabling Lightning Experience

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# Enabling Lightning Experience

If you're using the WWE option, complete the procedures on this page to enable, set up, and access Lightning in your Salesforce environment.

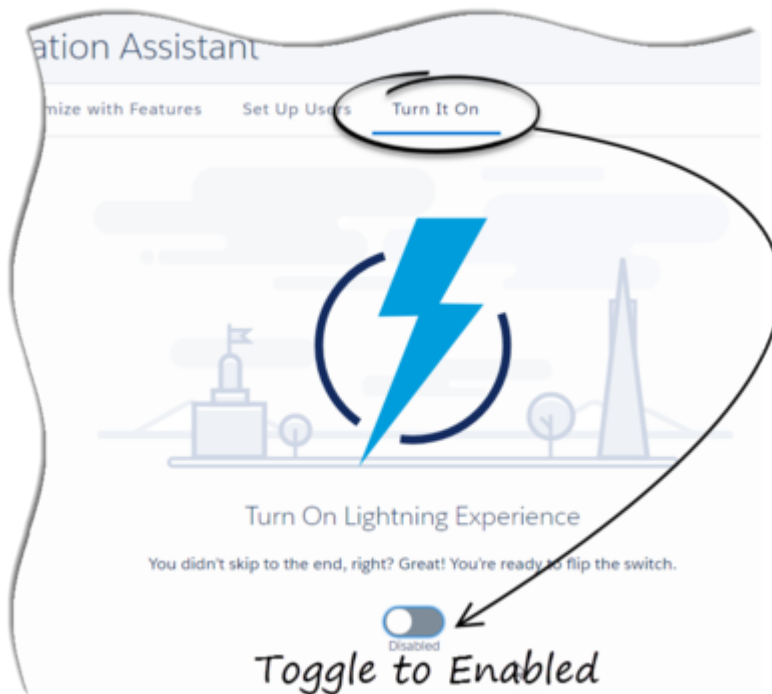
## Important

The Gplus Adapter URL in Salesforce Call Center follows this format: `https://<your company name>.genesyscloud.com/ui/crm-workspace/index.html?crm=lightning`

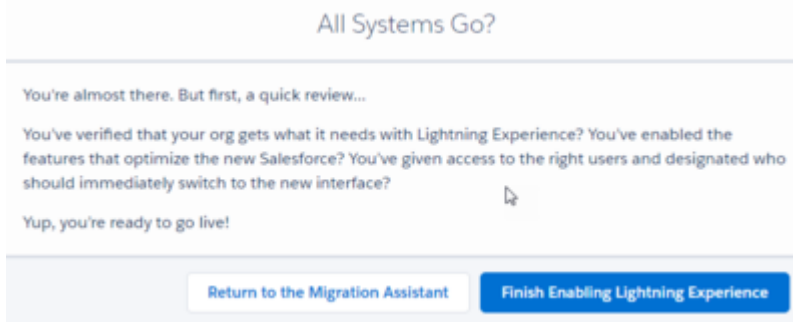
## Enabling Lightning in Salesforce

### Start

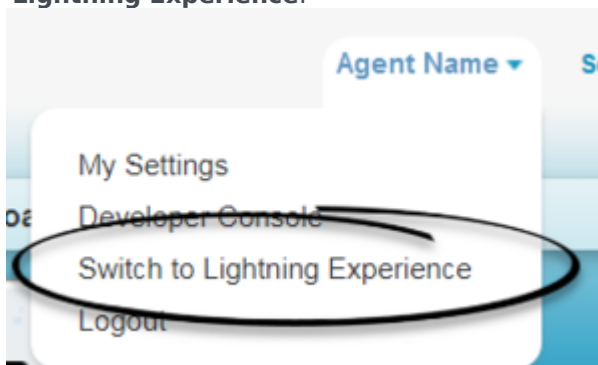
1. Log into the Salesforce environment.
2. From the **Setup** page, select **Lightning Experience** in the left-hand navigation bar. **Note:** If in Salesforce Classic mode, click the **Setup** menu and then the **Get Started** button found in the left-hand navigation bar.
3. In the **Lightning Experience** window, select **Turn It On**.
4. Move the toggle to the **Enabled** state.



5. A modal will pop up; click the **Finish Enabling Lightning Experience** button in the modal.



6. In the dropdown labeled with the agent's name at the top of the Salesforce classic view, click **Switch to Lightning Experience**.



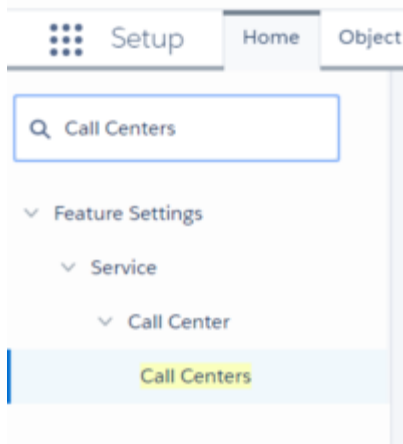
**End**

## Setting Up The Adapter In Lightning

### Prerequisite

Download the **lightning-callcenter.xml** file on your computer by right-clicking the link **lightning-callcenter.xml** and selecting the **Save link as...** option on the popup menu.

1. Go to the **Setup** page by clicking on the gear icon in the top right corner and clicking **Setup**.
2. Using the quick find field, search for and access the **Call Centers** settings page.

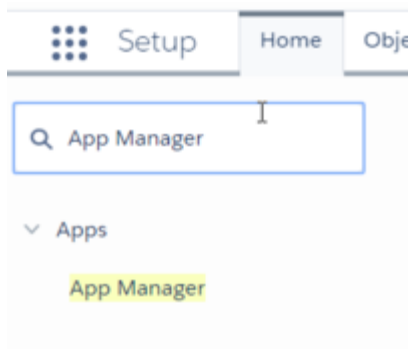


3. Click **Import**.
4. Click **Choose File**.
5. Select the **lightning-callcenter.xml** file downloaded on your computer. If you have not already downloaded the file, right-click the link [lightning-callcenter.xml](#) and select the **Save link as...** option to download.
6. Click **Import**.
7. From **All Call Centers** list, click the call center you just imported. For example, **GPlusLightning**.
8. Click **Edit**.
9. In the **CTI Adapter URL** field, replace 'GWSHOST' and 'GWSPORT' with the host and port details of the adapter in your environment. For example, an updated URL will look like this:  
`https://bec135-gws.live.genesys.com/ui/crm-workspace/index.html?crm=lightning`  
**Note:** If you are deploying the adapter with Single-Sign-On (SSO) capability, ensure that you add the `&authType=saml` parameter at the end of the CTI Adapter URL. For example, an updated URL with SSO capability will look like this: `https://bec135-gws.live.genesys.com/ui/crm-workspace/index.html?crm=lightning&authType=saml`
10. Click **Save**.
11. Click **Manage Call Center Users**.
12. Click **Add More Users**.
13. Search the interface to find the users you want to add to the Lightning adapter.

### Important

A user cannot be added to both the Lightning and non-Lightning adapters


14. Select the users you want to add and click **Add to Call Center**.
15. Using the quick find field, access the **App Manager** settings page.



16. In the apps list, click the **Show more actions** drop down on the far right side of the adapter app you wish to use.  
**Note:** If you do not see any apps in the list, you can create one by clicking **New Lightning App**.
17. Click **Edit**.
18. Click **Utility Bar**.
19. From the Utility Bar window, click **Add** and select "Open CTI Softphone".
20. Change the **Label** field to "Workspace".
21. Click **Done**.

## Accessing the Adapter

### Start

1. In the top-left corner, click the **App Launcher** icon:  

2. Select the app that you created when setting up the adapter.
3. Click **Workspace** from the bar at the bottom-left to open the adapter.
4. Log in to the Adapter.

### End