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Web Services and Applications Deployment Guide

Deploying Gplus Adapter for Salesforce

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Gplus Adapter for Salesforce is available in either Salesforce Classic and Salesforce Console. It provides voice and chat functionality, along with Salesforce-specific features such as updating activity history, screen pops, and click-to-dial.

Deployment Tasks

Complete the following tasks to install and configure Gplus Adapter for Salesforce in your Genesys environment and in Salesforce.

1. **Install and configure Web Services.**

- a. Make sure you set up SSL for Jetty — the adapter won't work without it. To set up SSL, configure the SSL section of the **application.yaml** file as follows:

```
enableSsl: true
ssl:
  port: 8043
  keyStorePath: bec.jks
  keyStorePassword: OBF:1g3p1kqt1xtl19q51ni31nlv19q91xtx1ku11fzt
  keyManagerPassword: OBF:1g3p1kqt1xtl19q51ni31nlv19q91xtx1ku11fzt
  trustStorePath: bec.jks
  trustStorePassword: OBF:1g3p1kqt1xtl19q51ni31nlv19q91xtx1ku11fzt
```

For more information about configuring SSL, see [Configure SSL](#).

- b. If you want the adapter to use single sign-on, make sure you [Configure SAML](#) in Web Services. (You'll also need to add a special parameter to the **CTI Adapter URL** field in Step 4 of [Configuring the adapter in Salesforce](#).)
2. **Install and configure the adapter in Salesforce.**
 3. **Refer to the Web Services and Applications Configuration Guide** for information about how to configure the adapter in your Genesys environment.
 4. **Refer to the Gplus Adapters User Guide** for information about how to work with the adapter.