GENESYS™

Web Services and Applications Deployment Guide

Deploying Gplus Adapter for Salesforce - WWE Option

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The WWE option of Gplus Adapter for Salesforce is available in Salesforce Console and Salesforce Lightning. It provides Salesforce-specific features such as updating activity history, screen pop, and click-to-dial, along with the full Workspace Web Edition user interface and the following features:

- Voice
- Chat
- Email
- Outbound Preview
- Voice and Chat Supervision (monitoring, coaching, barge-in)

Important

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

Deployment tasks

Complete the following tasks to install and configure the adapter for the WWE option 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. 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.)

   ### Important

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

2. Install and configure the adapter in Salesforce.
3. Refer to the Web Services and Applications Configuration Guide for information about how to configure

Workspace Web Edition and configure the adapter in your Genesys environment. The following Workspace Web Edition features are supported if you're using the WWE option:

- Voice
- Chat
- Email
- Outbound Preview
- Voice and Chat Supervision (monitoring, coaching, barge-in)

Don't forget to test and confirm that your Workspace Web Edition configuration is valid and your required features are enabled.

4. Refer to the Gplus Adapters User Guide for information about how to work with the adapter.