GENESYS

Web Services and Applications Configuration Guide

Provisioning Gplus Adapter for Salesforce

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The Gplus Adapter for Salesforce is an integrated solution that enables Salesforce users to handle contact center interactions seamlessly within Salesforce. Beginning with version GWS 8.6 and later, the Gplus Adapter for Salesforce is based on Workspace Web Edition (WWE) only.

The adapter provides a single integrated agent desktop experience that offers rich data integration for screen pops and dispositioning. It presents complete customer information at a glance to more effectively serve customers in Salesforce Console or Salesforce Lightning modes. The adapter leverages the Web Services API and the Salesforce Open CTI API. It's included as part of the Web Services and Applications installation package. Click here to provision Gplus Adapter for Salesforce.