GENESYS™

Web Services and Applications Deployment Guide

Gplus Adapter for Salesforce

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Gplus Adapter for Salesforce

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. It's included as part of the Web Services and Applications installation package.

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 Lightning modes. The adapter leverages the Web Services API and the Salesforce Open CTI API.

Gplus Adapter for Salesforce provides the full Workspace Web Edition interface and 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 in your Genesys environment and in Salesforce.

1. Install and configure Web Services.

2. 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.

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`. If you're enabling single sign-on in the adapter, add the parameter `authType=saml` to the **CTI Adapter URL**. For example: `https://198.51.100.23:8090/ui/crm-workspace/index.html?crm=salesforce&authType=saml`

3. Install and configure the adapter in Salesforce.

4. 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 in the adapter:

   - Voice

   - Chat

   - Email

   - Outbound Preview

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

     Test and confirm that your Workspace Web Edition configuration is valid and your required features are enabled.

5. Refer to the Gplus Adapters User Guide for information on how to work with the adapter.