



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

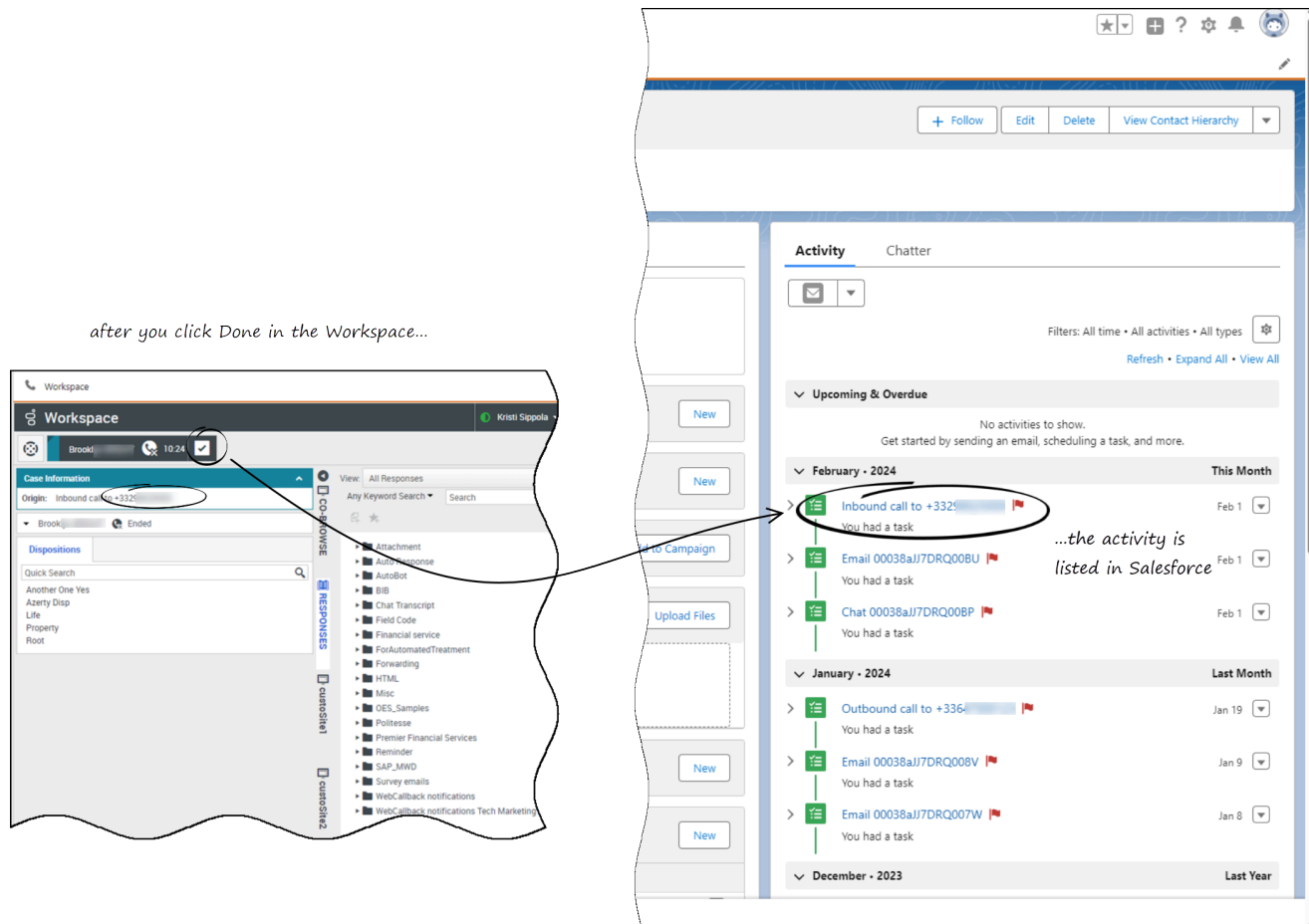
# Gplus Adapter User Guide

[Activity History](#)

12/17/2025

# Activity History

Gplus Adapter for Salesforce adds details about the interactions you handle in the Salesforce contact activity history.



When you mark a voice, chat, inbound email, or outbound campaign interactions as done (**Mark Done**), the details about the interaction are added to the contacts's activity history in Salesforce.

The types of information that are saved in the activity history include:

- Call duration
- Call type
- Case data
- Call UUID

- Disposition
- Notes
- Time stamp
- Chat transcript
- Email subject
- Email body

### Tip

- For chat interactions, the **Call type** field shows all chats as **Inbound**.
- For emails, the **Call type** field shows **Inbound** for received emails and **Outbound** for sent emails and replies.

Voice calls or chats that could not be established are not saved in the history. When a voice call or chat involves multiple parties, such as consultations and conferences, the activity is saved as only one interaction.

## Related documentation

- To learn how to use Gplus Adapter, see the [Genesys Agent Desktop help](#).