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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. The adapter is part of the Genesys Gplus Adapters, which provide out-of-the-box, pre-packaged, and vendor-validated solutions that integrate Genesys' Customer Experience Platform to the leading CRM solutions. 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 Classic or Salesforce Console. The adapter leverages the [Web Services API](#) and the [Salesforce Open CTI API](#).

There are two options available for the adapter:

- [Gplus Adapter for Salesforce](#) provides a smaller interface designed for Salesforce Classic, although it also works in Salesforce Console.
- [Gplus Adapter for Salesforce - WWE Option](#) provides the full Workspace Web Edition interface and is available in Salesforce Console and [Salesforce Lightning](#).