

GENESYS

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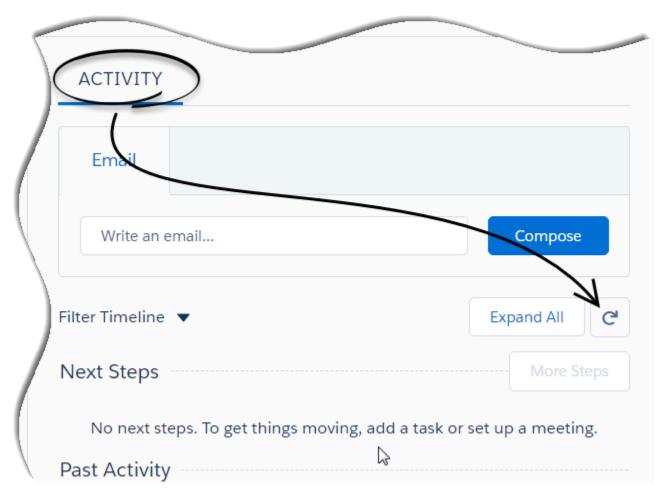
Gplus Adapter User Guide

Lightning Experience in Gplus Adapter for Saleforce - WWE option

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The Lightning Experience functionality is the same as it is in Salesforce Console with the following exception(s), you should be aware of:

Activity history



Accessing the activity record can be done slightly differently in Lightning Experience. There is a **Refresh Activity History** icon that can be used instead of navigating off the page, or refreshing:

1. Click Contacts from the menu bar.

- 2. Select the contact name.
- 3. Click the Refresh Activity History icon, in the Activity tab to review all Past Activity.
- 4. Clicking on an activity will open the **Task** window for that item.