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# Web Services and Applications Deployment Guide

Deploying Gplus Adapter for Salesforce - WWE Option

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# Deploying Gplus Adapter for Salesforce - WWE Option

The WWE option of Gplus Adapter for Salesforce 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 for the WWE option in your Genesys environment and in Salesforce.

1. **Install and configure Web Services.**
  - a. Make sure you set up SSL for Jetty — the adapter won't work without it. For more information about configuring SSL, see **Configure SSL**.
  - b. 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`

2. **Install and configure the adapter in Salesforce.**
3. 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 if you're using the WWE option:

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

Don't forget to test and confirm that your Workspace Web Edition configuration is valid and your required features are enabled.

4. [Refer to the Gplus Adapters User Guide for information about how to work with the adapter.](#)