



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.

Genesys Engage cloud Administrator's Guide

Salesforce Adapter for Outbound

12/21/2025

Salesforce Adapter for Outbound

Welcome to the *Salesforce Adapter for Outbound*. This document provides information about installing and configuring the Engage SFDC Adapter for Outbound on [salesforce.com](https://www.salesforce.com), as well as some quick how-to information on exporting your campaigns.

The Engage SFDC Adapter for Outbound is a plugin that allows customers to export contacts to the Engage platform, easily. Here are some of its key features:

- Agent-Assisted or Automated Calls** —● Dialer (Predictive, Progressive, Preview) or Outbound IVR
- Integrated Agent Desktop** —● Genesys Agent Desktop integrated into Salesforce console
- Screen Pop** —● Automatic screen pop on inbound or outbound interaction includes Salesforce record information (Lead, Contact, Account, or custom data)
- Trickle Feed** —● Automatically adds new Salesforce leads into your outbound campaigns as they come in – leads contacted within SECONDS, not minutes
- Automatic Data Sync** —● Details of the outbound interaction are automatically updated to the Salesforce record upon completion of the interaction
- Web Services API** —● External applications and websites can submit contacts via API call for immediate outbound contact