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Genesys Engage cloud Release Note


Gplus Adapter for Microsoft Dynamics 365

5/8/2025

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Gplus Adapter for Microsoft Dynamics 365

 **Note:** The updates listed below might not apply to all environments.

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August 02, 2022

What's New

Gplus Adapter now supports:

- WorkItem as a new channel for agents.
- Multiplatform InstanceURL configuration.

Resolved Issues

There are currently no resolved issues.

Known Issues

There are currently no known issues.

August 02, 2021

What's New

- Gplus Adapter now supports WebRTC.

- Gplus Adapter is now available for Dynamics Customer Service Workspace that will allow agents to work on multiple sessions at a time in a single workspace experience.

Resolved Issues

There are currently no resolved issues.

Known Issues

There are currently no known issues.

June 02, 2021 (9.0.004.01)

What's New

This release includes only resolved issues.

Resolved Issues

Agents can log in successfully without any errors. Previously, there were issues when agents tried to log in.

Known Issues

There are currently no known issues.

April 02, 2021 (9.0.004.00)

What's New

- Gplus Adapter now supports the Workflow Designer. This tool allows administrators to customize how the screenpop and records can be created in Dynamics 365.

Resolved Issues

- Recording handling buttons (start, stop, pause recording) are no longer hidden when active recording is set for an agent's management.
- The Adapter no longer hangs if the agent was configured with non-voice channels.

Known Issues

There are currently no known issues.

June 26, 2020 (9.0.003.00)

What's New

- Gplus Adapter now supports Microsoft Channel Integration Framework (CIF) V2.0.

April 02, 2020 (9.0.002.00)

What's New

- Gplus Adapter now supports Microsoft Unified Service Desk (USD).

January 17, 2020 (9.0.0.0)

What's New

- Gplus Adapter is embedded in Microsoft Dynamics 365
 - Single pane desktop user experience
 - Support Channel Integration Framework (CIF) V1.0
 - Customer Engagement Applications for Sales and Customer Service
 - Activity history tracking (type = Phone Call)
 - Customizable screen pop
- Agent Status Management - Ready, Not Ready (with Reasons), Logoff, and so on
- Agent Performance Tracker
- Inbound/Outbound Voice
 - Call controls - Make call, Accept, Hold, End Call, Transfer, Conference

- Inbound toast alert
- Case Data view
- Free Seating based on Place (Genesys SIP only)
- Click-to-call from Dynamics Phone field

Known Issues

There are currently no known issues.

For documentation, see [Gplus Adapter for Microsoft Dynamics 365](#).