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# Genesys Engage cloud Release Note

CRM Gplus Adapters

5/8/2025

# CRM Gplus Adapters

 **Note:** Not all changes listed below may pertain to your deployment.

- [May 18, 2020 \(8.5.202.76\)](#)
- [March 12, 2018 \(8.5.202.23\)](#)
- [January 29, 2018 \(8.5.202.15\)](#)
- [November 13, 2017 \(8.5.201.99\)](#)
- [October 16, 2017 \(8.5.201.95\)](#)
- [September 18, 2017 \(8.5.201.91\)](#)
- [August 21, 2017 \(8.5.201.87\)](#)
- [July 17, 2017 \(8.5.201.84\)](#)
- [June 19, 2017 \(8.5.201.80\)](#)
- [May 15, 2017 \(8.5.201.74\)](#)
- [April 17, 2017 \(8.5.201.71\)](#)
- [March 20, 2017 \(8.5.201.66\)](#)
- [Known Issues](#)
- [Archive](#)

May 18, 2020 (8.5.202.76)

## What's New

### **Chrome v80+ SameSite cookie support**

- The Chrome v80+ SameSite cookie attribute processing changes are now supported by Gplus Adapter.

March 12, 2018 (8.5.202.23)

## What's New

### **Agent Desktop deployed as an embedded application in Salesforce Console**

- Screen pop on Event Invite for Genesys Chat and Genesys Email events
- The current Salesforce object attached to the voice transfer event is available on the screen pop on the receiving Agent's desktop although the screen pop for internal call is disabled

### **Agent Desktop deployed as an embedded application in Salesforce Lightning Experience**

- Genesys Outbound Campaign
  - Screen pop for Pull Preview
  - Activity tracking for Outbound calls established through the Pull Preview mode

### **Resolved Issues**

- When voice interactions are automatically marked done on release, performing a two-step transfer no longer produces duplicate activity logs in Salesforce. (HTCC-28856)
- When transferring a call created using the Participant call back action, the user data is now transferred correctly. (HTCC-28858)
- When mandatory disposition is enabled, the call back feature is no longer available under the Participants section, which resolves the issue of call back interactions not getting closed. (HTCC-28632)

January 29, 2018 (8.5.202.15)

### **What's New**

#### **Agent Desktop deployed as an embedded application in Salesforce Lightning Experience**

- Genesys Email
  - Associating email interactions with Genesys Universal Contact Server (UCS) and creating entries in the interaction history with disposition and notes
  - Screen Pop:
    - On email acceptance
    - Passing data field as a search expression
    - Passing transfer object key for screen pop on transfers
  - Activity Tracking:
    - Logging the Salesforce Activity for each email upon mark done
    - Storing the email body as part of Activity description

November 13, 2017 (8.5.201.99)

## What's New

### **Browser support**

- Microsoft Edge on Windows 10 operating system:  
Agent Desktop deployed as an embedded application in Salesforce Console.  
Agent Desktop deployed as an embedded application in Salesforce Lightning Experience.

### **Resolved Issues**

- Participants drop down in an active call allows the agent to redial the party that has hung up the call. (HTCC-28298)

October 16, 2017 (8.5.201.95)

## What's New

### **Agent Desktop deployed as an embedded application in Salesforce Lightning Experience**

- Associating Voice interactions with Genesys Universal Contact Server (UCS) contacts with the ability to turn on/off in Agent Setup with UCS for Voice is now supported.
- Genesys Web Chat
  - Associating Web Chat interactions with Genesys Universal Contact Server (UCS) where the interaction history is provided with disposition and notes is now supported.
  - Screen Pops:  
For chat acceptance.  
Passing data field as a search expression.  
Passing transfer object key for screen pop on transfers.
  - Activity Tracking:  
Logging the Salesforce Activity for each chat upon mark done.

September 18, 2017 (8.5.201.91)

## What's New

### Resolved Issues

#### Gplus Adapter for Salesforce

- Genesys Screen Recording now correctly records the call when there is a change of agent login in the adapter regardless of the first agent's logout from Salesforce. (HTCC-27917)
- Adapter no longer displays the Consultation section without call controls, when an agent completes consultation in a call in the advanced case data view. (HTCC-28144)
- Intermittent failure to load the Adapter no longer occurs after a user logged in. (HTCC-23474)

August 21, 2017 (8.5.201.87)

## What's New

### Agent Desktop deployed as an embedded application in Salesforce Lightning Experience

- Agent Desktop deployed as an embedded application in Salesforce Lightning Experience (currently available for Voice only) and supports the following:
  - Setting up the adapter with Salesforce Lightning Experience ([Enabling Lightning Experience](#))
  - Outbound click-to-dial on any Salesforce Phone field
  - Screen pop:
    - Screen pop for Ringing and Established Event
    - Ability to turn on/off ANI as a search key
    - Ability to pass data field as a search expression
    - Passing transfer object key for screen pop on transfers
  - Activity Tracking: Logging the Salesforce Activity History for each voice call upon mark done
  - Free Seating: Prompt Place is set to True in Desktop Options -> Global Login using Agent Desktop

### Resolved Issues

#### Gplus Adapter for Salesforce

- Agent and Agent Group presence can now be disabled in Team Communicator. (HTCC-27819)

July 17, 2017 (8.5.201.84)

## What's New

- Gplus Adapter for Salesforce introduces the new Genesys branding in the user interface.

June 19, 2017 (8.5.201.80)

## What's New

### Screen Recording

- Genesys Interaction Recording Screen Recording is now supported when agents use the voice channel.

May 15, 2017 (8.5.201.74)

## What's New

### Statistic View

- When enabled, the Contact Center Statistic View in the Report menu now opens showing all statistics as a full expanded list.

### Resolved Issues

- The Adapter now uses Agent Setup Recording option in Desktop Options to enable the buttons used for start/stop/resume recording. (HTCC-26668)

April 17, 2017 (8.5.201.71)

## What's New

### Browser support

- Google Chrome browser version 54+
- Firefox browser version 45+

## Agent passwords

- The Adapter now allows agents to change their password.

## Agent Desktop deployed as an embedded application in Salesforce Console

- Genesys Interaction Recording Screen Recording is now supported when agents use the voice channel.
- When sending a new outbound email, the embedded Agent Desktop creates a Salesforce contact activity history after the agent clicks Send.

March 20, 2017 (8.5.201.66)

## What's New

### Gplus Adapter for Salesforce

- When a voice call is put on hold, the Adapter starts counting the hold duration in the timer located in upper-right corner, and resets the timer when the call is retrieved from hold.

### Resolved Issues

#### Gplus Adapter for Salesforce

- When an outbound call is establishing or in a call queue, agents are now able to access the dialpad. Previously, the dialpad option was hidden in these circumstances. (HTCC-26407)
- When selecting a voicemail in the Adapter main menu, the main menu now collapses. Previously, the main menu stayed open (HTCC-24922)

## Known Issues

- While the Adapter is open in multiple tabs in Salesforce Classic mode, dialing the hung up participant using the call back feature displays an error. (HTCC-28682)
- Agent Desktop deployed as an embedded application in Salesforce Lightning Experience may get minimized on screen pop as a result of a chat transfer or consultation, or during any operation that refreshes the browser. (HTCC-28681)

#### *Workaround*

Click the Workspace button to display the Adapter again.

- Agent Desktop deployed as an embedded application in Salesforce Lightning Experience fails to update the interaction user data when sending a reply email. (HTCC-28619)
- If Security Assertion Markup Language (SAML) is enabled, the adapter's login dialog doesn't fit into its

display area in Salesforce.

- If a user drags the adapter to change its location in the Salesforce console, input controls such as on the dial pad or in Team Communicator don't respond. (HTCC-18459)

*Workaround*

Click outside of the adapter frame and then click inside the adapter to allow the input controls to function normally.

- If the user does not click within the Salesforce UI or the adapter after refreshing the page and before receiving a new call, screen pop might not occur if the adapter is configured to perform screen pop when ringing. (HTCC-15740)

*Note*

This issue can't be fixed given the current capabilities provided by Salesforce.

## Archive

### [+] Click to show archived release notes

January 30, 2017 (8.5.201.61)

## What's New

### Resolved Issues

#### Gplus Adapter for Salesforce

- Salesforce activities are now created correctly when the Adapter is open in multiple tabs. Previously, in rare circumstances, Salesforce activity creation failed if an agent had Salesforce open in multiple browser tabs. (HTCC-25179)
- In a Salesforce activity task, the Adapter sets the Call Type field to "Inbound" for all completed chat interactions. (HTCC-24711)
- When marking a call or a chat done without selecting a disposition while dispositions are mandatory, the warning message displayed is now in the format: "You must select a '<Business Attribute Display Name>' before closing", where '<Business Attribute Display Name>' is the configured business attribute display name. (HTCC-25735)
- Agent Desktop deployed as an embedded application in Salesforce Console  
In a Salesforce activity task, the embedded Agent Desktop sets "Call Type" field to "Inbound" for incoming email interactions, and to "Outbound" for outgoing emails including replies. (HTCC-24149)

In a Salesforce activity task, the embedded Agent Desktop sets the Call Type field to "Inbound" for all completed chat interaction (HTCC-24148)



November 14, 2016 (8.5.201.50)

## What's New

### Resolved Issues

#### Gplus Adapter for Salesforce

- Agent Desktop deployed as an embedded application in Salesforce Console  
The Call icon is now correctly displayed in an interaction popup. Previously, no Agent Desktop call icon was displayed. (HTCC-24449)

October 17, 2016 (8.5.201.45)

## What's New

### Gplus Adapter for Salesforce

- In Salesforce console mode the Adapter now provides a drop-down menu in the Interaction Details screen to link to Salesforce open tabs or sub-tabs.
- Agent Desktop deployed as an embedded application in Salesforce Console  
For email interactions, Salesforce object name, object type and object id can be saved to Genesys User Data.

### Resolved Issues

#### Gplus Adapter for Salesforce

- Previously, when agents received a call and marked the call done in the Advanced Case Data view, then received a second call, the Voice channel went blank. This no longer occurs. (HTCC-23002)
- Previously during a chat, even if selecting a disposition was mandatory, agents were able to mark the interaction done without selecting a disposition. This no longer occurs. (HTCC-23498)
- In Salesforce classic mode, the Object Association drop-down list box is no longer visible in the Adapter voice details screen. This feature is not available for classic mode. (HTCC-23861)
- Agent Desktop deployed as an embedded application in Salesforce Console  
If a failure occurred in the Salesforce console, agents were unable to mark done their interactions. This no longer occurs (HTCC-21987)

The Last Month, Last Week, and Last Day labels on the Contact Directory History tab filter control now display correctly. Previously, these labels were not displayed. (HTCC-23547)

October 6, 2016 (8.5.201.37 UPDATE)

## What's New

### Resolved Issues

#### Gplus Adapter for Salesforce

- Agent Desktop deployed as an embedded application in Salesforce Console  
During a chat, even if selecting a disposition was mandatory, agents were able to mark the interaction done without selecting a disposition. This no longer occurs. (HTCC-24471)

August 15, 2016 (8.5.201.37)

## What's New

- Agent Desktop deployed as an embedded application in Salesforce Console  
For emails, the adapter now adds the email body to the activity history comments field.

July 18, 2016 (8.5.201.33)

## What's New

### Resolved Issues

- Agent Desktop deployed as an embedded application in Salesforce Console  
The Adapter now correctly allows agents to close Outbound voice interactions after selecting a disposition. Previously, a message was sometimes displayed that asked agents to set a disposition code before closing an interaction even though a disposition was already selected. (HTCC-22582)

June 20, 2016 (8.5.201.29)

## What's New

### Gplus Adapter for Salesforce

- The Adapter can now be configured to create a new contact in the Genesys database.

- The Adapter can now be configured to associate voice interactions with contacts created in the Genesys database, and add entries in the contact history with a disposition and notes.
- In Salesforce console mode, the Adapter can be popped out to open in a separate browser window.
- In Salesforce console mode, when the Adapter window is minimized and there is a Genesys server disconnect, the Adapter attempts to reconnect within 90 seconds. If the connection is not restored, the window is maximized and a message is displayed to ask users to refresh their browser windows.
- The Adapter now shows agent name instead of extension in the call detail view.
- For chat interactions, the Salesforce object type can be saved in Genesys attached data when a chat is marked as done.
- Agent Desktop deployed as an embedded application in Salesforce Console  
In Agent Desktop mode, when the Adapter window is minimized and there is a Genesys server disconnect, the Adapter attempts to reconnect within 90 seconds. If the connection is not restored, the window is maximized and a message is displayed to ask users to refresh their browser windows.

### Resolved Issues

- Agent Desktop deployed as an embedded application in Salesforce Console  
The Adapter will now carry over the notes to the Salesforce activity once the call is marked done. (HTCC-21945)

May 16, 2016 (8.5.201.25)

## What's New

### Resolved Issues

#### Gplus Adapter for Salesforce

- When using the adapter in Salesforce and using multiple tabs, the Mark Done synchronization in inactive tabs no longer fails when dispositions are mandatory. (HTCC-21203)

#### Gplus Adapter for Zendesk

- Custom phone fields on tickets are no longer incorrectly updated with the caller's phone number when the ticket is marked as done. (HTCC-21435)
- Resizing the adapter window has been improved. Previously, if the window was resized too quickly, resizing stopped and the agent needed to click the window again to start over. (HTCC-21278)

April 18, 2016 (8.5.201.20)

## What's New

### **Gplus Adapter for Salesforce**

- Administrators are able to specify what the adapter saves for the subject field in the Salesforce activity by using custom templates.
- For Salesforce account, case, or contact objects, agents are able to attach additional information (object type, id or name) to Genesys user data in voice interactions
- The adapter is able to be configured to automatically submit feedback logs after being disconnected.
- Agent Desktop deployed as an embedded application in Salesforce Console  
Administrators are able to specify what the adapter saves for the subject field in the Salesforce activity by using custom templates.

For Salesforce account, case, or contact objects, agents are able to now attach additional information (object type, id or name) to Genesys user data in voice interactions

### **Resolved Issues**

#### Gplus Adapter for Salesforce

- The adapter no longer fails to render properly after logging out and subsequently logging in with voicemail enabled. (HTCC-21020)
- The disposition code chosen for voice calls within the adapter is now visible in the interaction history in Agent Desktop. (HTCC-20459)

March 21, 2016 (8.5.201.17)

## What's New

### **Gplus Adapter for Zendesk**

- Adapter UI integration with Zendesk  
Screen pop  
Outbound Click-to-Dial  
Activity Tracking, where comments are inserted to Zendesk Tickets
- Inbound Voice  
Call controls – Accept, Reject, Hold, End Call, Transfer, Conference  
Inbound toast alert  
Case Data View

Recording controls – Pause, Start, Stop

- Agent Status Management
- Free Seating based on Place or Extension (Genesys SIP only)

### Resolved Issues

#### Gplus Adapter for Salesforce

- Results in the Favorites view are no longer cleared after you add or edit a favorite. (HTCC-20052)
- Agent Desktop deployed as an embedded application in Salesforce Console  
When you click the desktop notification for new interactions, the Agent Desktop will now correctly display. (HTCC-19751)

February 22, 2016 (8.5.201.12)

### What's New

#### Voicemail

- The adapter now provides access to personal and group/shared voicemail boxes.
- The number of unread voicemail messages is displayed as a red number.
- The total number of voicemail messages is displayed in parentheses.
- Agents can call their voicemail boxes directly.

#### Gplus Adapter for Salesforce

- Agent Desktop deployed as an embedded application in Salesforce Console  
Ability to turn activity tracking off  
Supervisor monitoring, coaching, and barge-in

### Resolved Issues

- The adapter now makes fewer API calls when it's refreshed, which improves the refresh time. (HTCC-19378)
- Team Communicator menu for adding favorites is no longer blocked when agent try to add items to personal favorites (HTCC-19935)
- An agent can now pop the Agent Desktop window out of Salesforce before marking the transaction as complete (Mark Done) or while handling an outbound preview record. Previously, Agent Desktop did not refresh properly in this scenario. (HTCC-16538, HTCC-16484, HTCC-16450)