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Gplus Adapter for Microsoft Dynamics 365 Administrator's Guide

Screen pops functioning

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Screen pops display a relevant record from Microsoft Dynamics 365 or Microsoft USD when agents receive or make calls.

The out-of-the-box use cases are deployed with the managed solution, as described in the Gplus installation in Microsoft Dynamics 365 or in Microsoft USD. However, if they do not fit your requirements, you can customize them. To learn more on this topic, see Screen pops customization.

How screen pop records are retrieved

Before you manage and customize screen pops, get familiar with how screen pop records are selected and displayed to agents. Here is how they typically work in an out-of-the-box scenario.

When a call is established, a search based on the **Automatic Number Identification (ANI)** is automatically launched. If an associated contact is found, a screen pop is triggered inside Microsoft Dynamics 365 or Unified Service Desk (USD): the contact detail form opens and displays the data. Simultaneously, an **Activity History of type Call** containing all information about that inbound or outbound interaction is automatically created in Dynamics or USD and made available on the related contact's landing page.

See Activity History workings to learn more about these records.