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Gplus Adapter for ServiceNow Administrator's Guide

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Getting started

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- [1 Classic UI and Agent Workspace](#)
- [2 How do I install the Adapter in ServiceNow?](#)
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Concepts and procedures relevant to contact center administrators to implement the Gplus Adapter for ServiceNow.

The integrated solution presents a complete customer view allowing your contact center agents to service your customers.

See Prerequisites and browser support for a list of the Adapter's preconditions and supported browsers.

Classic UI and Agent Workspace

The Gplus Adapter for ServiceNow equally works with **ServiceNow Classic UI and Agent Workspace**. Watch the videos featured in Get started with Gplus Adapter for an overview.

How do I install the Adapter in ServiceNow?

You can set up the Gplus Adapter by following the procedure described in How to install the Gplus Adapter.

How do I access the Adapter?

Using the ServiceNow OpenFrame plugin, the Adapter is loaded and displayed during the ServiceNow login sequence. Log in to your ServiceNow account, then continue logging in to the Adapter with Genesys credentials.

Prerequisites and browser support

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- [1 Prerequisites](#)
- [2 Browser support](#)

Preconditions and browser requirements of the Gplus Adapter for ServiceNow.

Prerequisites

The Gplus Adapter for ServiceNow is an integrated solution based on **Genesys** and ServiceNow, rendered within the OpenFrame area.

The Adapter has the following prerequisites:

- **Engage Cloud** must be enabled.
- **ServiceNow with the OpenFrame plugin** must be installed.

Browser support

The Gplus Adapter for ServiceNow can be used with the following browsers:

- **Google Chrome**
- **Microsoft Edge**

To learn about the Adapter installation, see [How to install the Gplus Adapter](#).

How to install the Gplus Adapter

Contents

- [1 Deploy the Adapter Web Resources in ServiceNow](#)
- [2 Enable the OpenFrame menu in ServiceNow](#)

Steps to install or update the Gplus Adapter in ServiceNow.

We assume that ServiceNow has been configured with the OpenFrame plugin and that you own a ServiceNow login with administrator privileges.

Important

If you have already installed a **previous version of the Gplus Adapter** and want to update it, follow the same procedure below. Please note: it is essential that you **do not delete the previous Web Resources XML package**.

This section explains how to install the Gplus Adapter for ServiceNow and consists of two main steps:

- Deploy the Adapter Web Resources in ServiceNow,
- Enable the OpenFrame menu in ServiceNow.

Deploy the Adapter Web Resources in ServiceNow

This is the procedure you have to follow to deploy the Adapter Web Resources in ServiceNow. The package includes the following solution to be imported:

- **Gplus_Adapter_ServiceNow_9_0_002.**

This managed solution implements the:

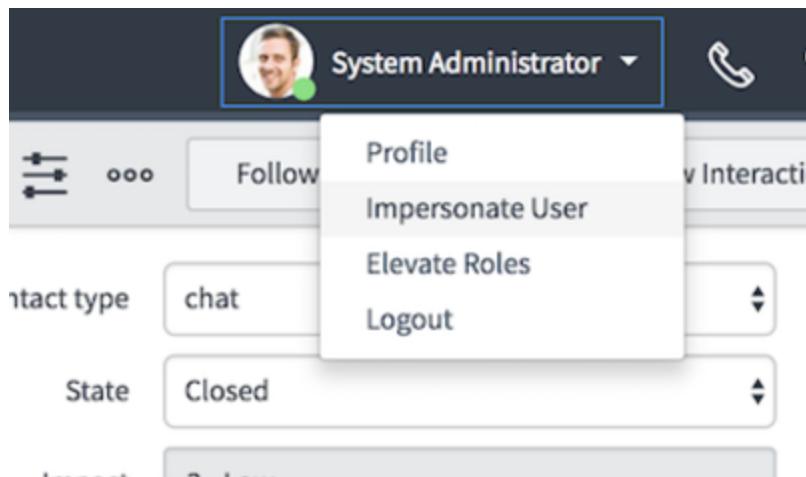
- Adapter core module,
- Out-of-the-box use case scenarios.

Important

The **Gplus_Adapter_ServiceNow_9_0_002** package equally enables the ServiceNow Classic UI and Agent Workspace.

Installation steps:

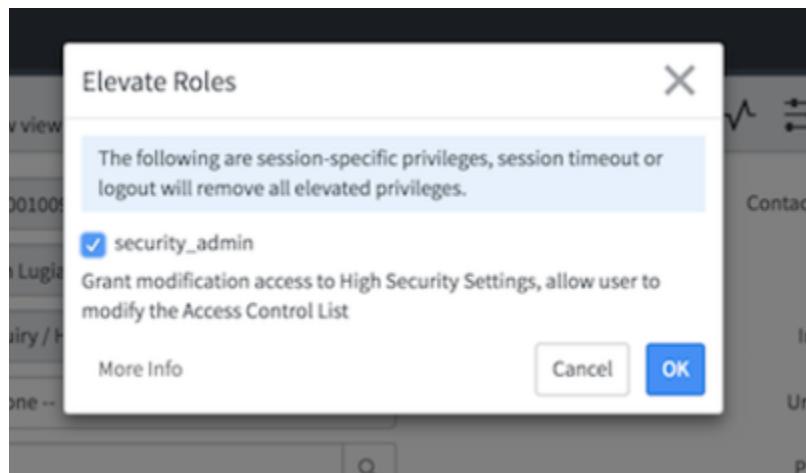
- Log in to ServiceNow with administrator rights and choose **Elevate Roles** in the user drop-down menu.



- Confirm **Elevate Roles**.

Important

This permission is temporary and should only be applied for installation purposes, as explained in the popup message shown underneath.



- Click **OK** to complete the procedure.

Enable the OpenFrame menu in ServiceNow

For the Adapter to work, you need to enable the OpenFrame menu in ServiceNow.

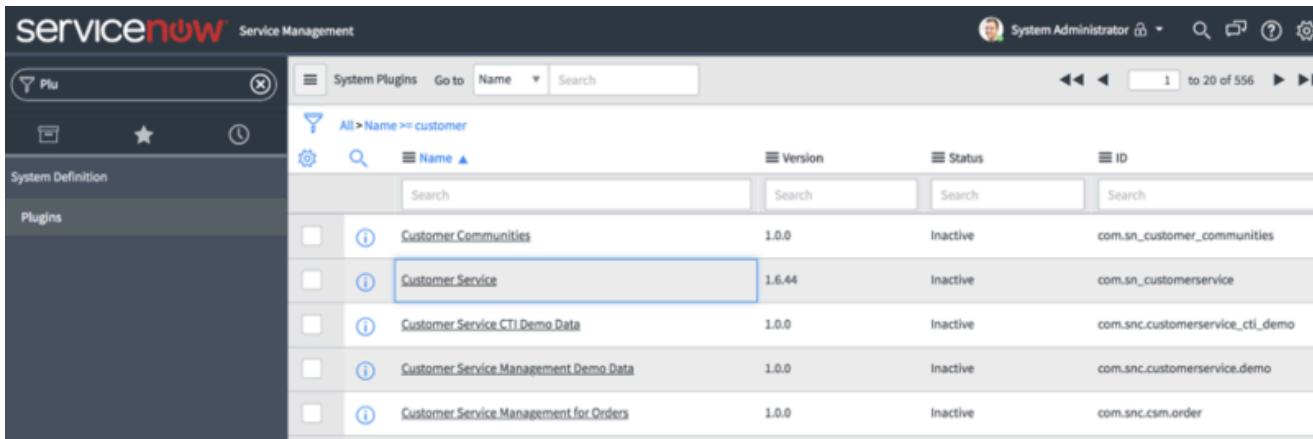
The OpenFrame provides an interface accessible and available anywhere in ServiceNow where it is

How to install the Gplus Adapter

possible to integrate third-party communication systems.

To enable the OpenFrame plugin, follow these steps.

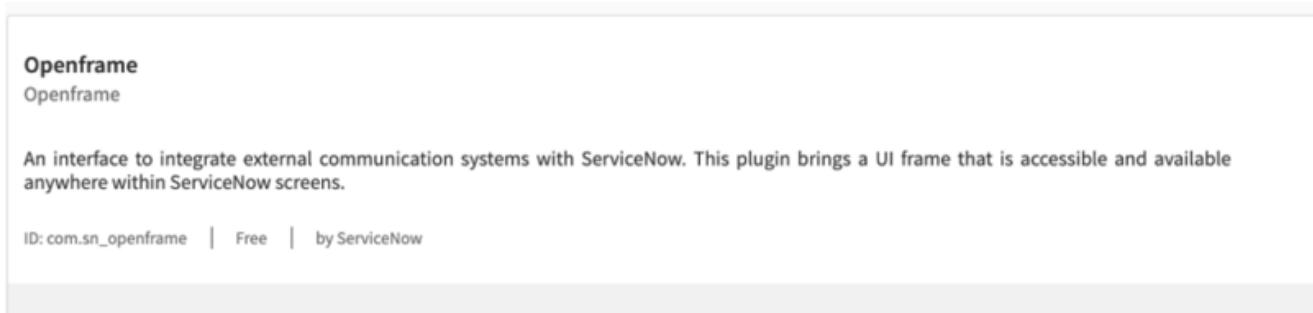
- Search for and select the **Plugins** section in the search area in the left-hand panel.



The screenshot shows the ServiceNow System Plugins list. The left sidebar has 'System Definition' and 'Plugins' selected. The main area shows a table of system plugins. The 'Customer Service' plugin is selected, highlighted with a blue border. The table columns are 'Name', 'Version', 'Status', and 'ID'. The data rows include:

Name	Version	Status	ID
Customer Communities	1.0.0	Inactive	com.sn_customer_communities
Customer Service	1.6.44	Inactive	com.sn_customerservice
Customer Service CTI Demo Data	1.0.0	Inactive	com.snc.customerservice_cti_demo
Customer Service Management Demo Data	1.0.0	Inactive	com.snc.customerservice.demo
Customer Service Management for Orders	1.0.0	Inactive	com.snc.csm.order

- Search for the **OpenFrame** plugin and install it.



The screenshot shows the Openframe plugin page on the ServiceNow Marketplace. The title is 'Openframe' and the sub-section is 'Openframe'. The description states: 'An interface to integrate external communication systems with ServiceNow. This plugin brings a UI frame that is accessible and available anywhere within ServiceNow screens.' Below the description, it says 'ID: com.sn_openframe | Free | by ServiceNow'.

- After these steps, the OpenFrame menu will be enabled in your system.

If you are interested in setting up the Adapter, see [How to configure the Gplus Adapter](#).

How to configure the Gplus Adapter

Contents

- [1 Deploy the Adapter System Update Set in ServiceNow](#)
- [2 Configure the OpenFrame page in ServiceNow](#)
- [3 Configure the Gplus Adapter CSS images](#)

Procedure to configure the Adapter with ServiceNow.

If you have already installed the Gplus Adapter , the following procedure explains how to import the Gplus Adapter in ServiceNow.

Important

Before proceeding with the following steps, make sure that the OpenFrame plugin is enabled in ServiceNow. If it is not, comply with the indications provided in How to install the Gplus Adapter.

Important

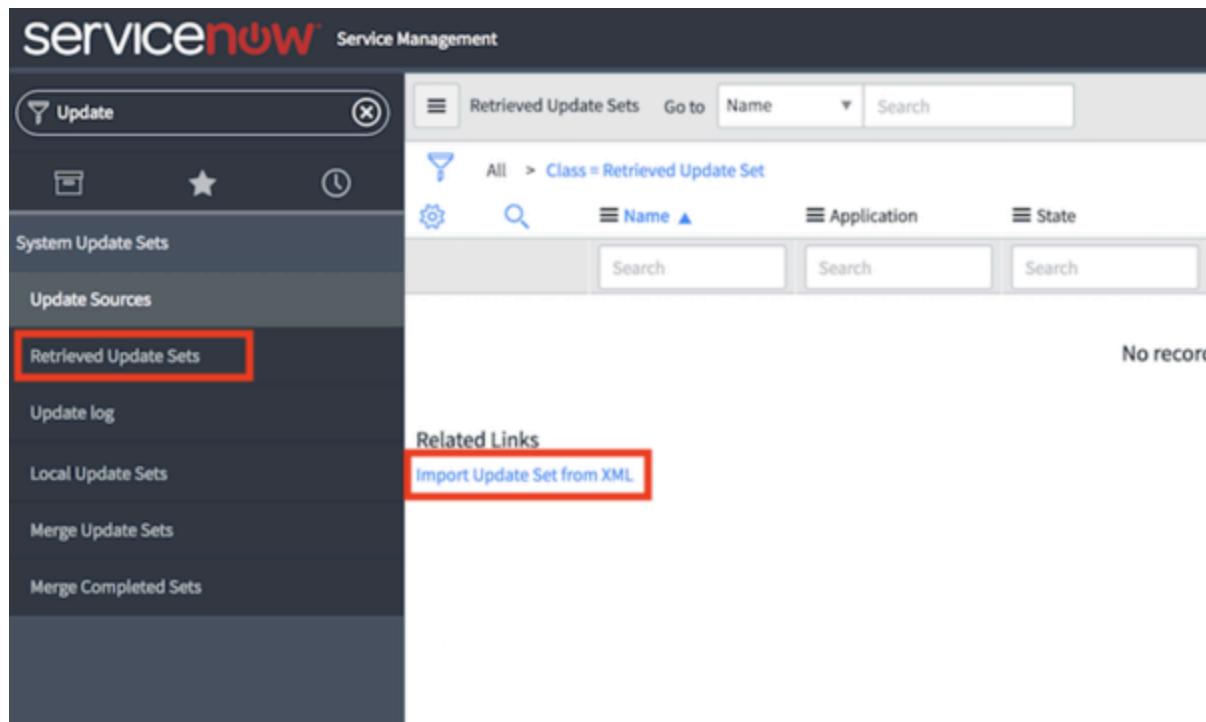
The Adapter will not encounter any conflicts with preexisting customizations or specific configurations.

Deploy the Adapter System Update Set in ServiceNow

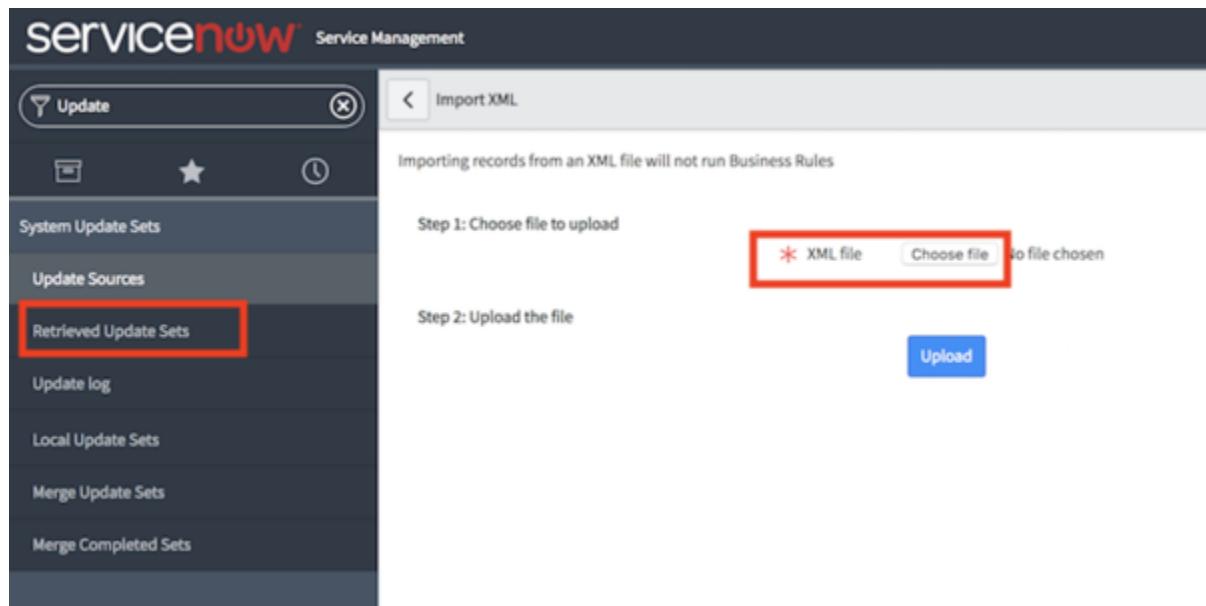
To install the System Update Set, follow this procedure:

- Elevate your user's roles as described in the procedure used to deploy the Adapter Web Resources in ServiceNow.
- Search for **Update Sets** and go to **Retrieved Update Sets**.
- Click **Import Update Set from XML**.

How to configure the Gplus Adapter



- Choose and upload the XML file provided (**Gplus_Adapter_ServiceNow_VERSION>.xml**).



- Once it is uploaded, open it and click **Preview Update Set** in the upper right to deploy the environment changes.

Important

In the case of conflicts, you can perform several actions such as skipping, deleting or accepting them.

- Click **Commit Update Set**.

You have imported the solution into ServiceNow. Check it searching for the **Studio** section and clicking it. It will open in a new tab and display the **Gplus-Adapter-ServiceNow** under the available applications.

Configure the OpenFrame page in ServiceNow

Before proceeding and checking the instance, you need to fully enable the solution by creating the configuration that will load it for any desired user.

- Search for **OpenFrame** in the search area and choose **Configurations**.

Important

If the OpenFrame menu is not visible, it means the **Customer Service plugin** is missing. Before proceeding with the following steps, make sure that the **OpenFrame plugin** is enabled in ServiceNow. If it is not, comply with the indications provided in How to install the Gplus Adapter.

- Click **New** and fill all required fields.

Important

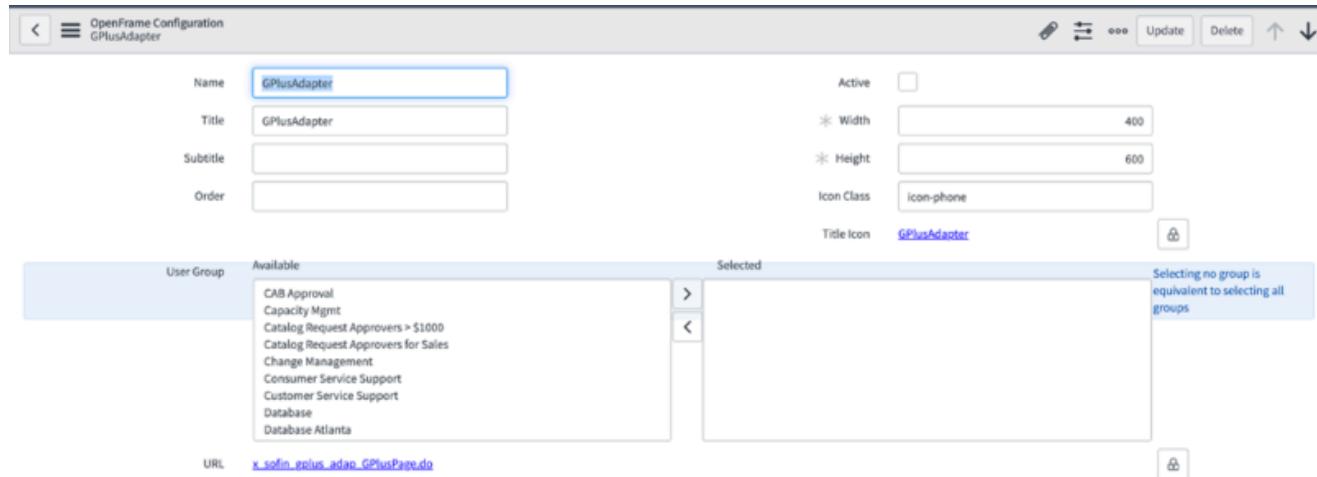
If you are using the **Agent Workspace**, remember to check the **Show presence indicator** box.

Important

User Groups are a useful feature, enabling you to associate the Adapter only to specific agents or agent groups. If you do not need this, you can just leave the default settings.

- Fill in the following URL in the dedicated field: **x_inics_gplus_adap_gpluspage.do**

How to configure the Gplus Adapter



- Provide the following parameters in the configuration tab:

```
{"instance": "https://", "branding": "genesys_logo.png", "language": "en-US", "screenpopnew": false, "defaultEntity": "incident", "defaultContact": "sys_user", "customContactField": "", "customContactValue": ""}
```

Important

When filling out these parameters, you have to replace with your own.

Key	Value	Description
instance	default: none	The full Genesys Engage Cloud GWS toolkit url including full path to api.js. AWS: https://ui/wwe/api.js Azure: https://api.js
screenpopnew	default: false	Search for associated Cases or Incidents for every new interaction: <ul style="list-style-type: none">One Case/Incident found: entity is openedMultiple Cases/Incidents found: list is displayedNo Cases/Incidents found: new Case/Incident is created

Key	Value	Description
defaultEntity	default: incident possible values: • incident • sn_customerservice_case • interaction	<ul style="list-style-type: none"> incident: default entity is Incident sn_customerservice_case: default entity is Case interaction: default entity is interaction
defaultContact	default: sys_user possible values: • sys_user • customer_contact	<ul style="list-style-type: none"> sys_user: search for Contacts in sys_user table (typically applies to Incidents) customer_contact: search for Contacts in customer_contact table (typically applies to Cases)
customContactField	default: none	<p>This parameter enable the customer search based on specific contact table fields.</p> <p>It can be a custom parameter or a standard parameter.</p> <p>The value must match the contact table column name (technical name used for identification)</p> <p>for example the employee_number</p>
customContactValue	default: none	<p>This parameter take effect when the previous customContactField is configured.</p> <p>It must contain the Genesys attached data key name that stores the information to perform the custom search. for example EMP_NUMBER must contain the employee number collected by the IVR before routing the interaction to the Agent using the Gplus.</p>

To save the configuration, **right-click the upper bar** and select **Save** from the drop-down menu.

Now **refresh** the page: if a telephone icon appears in the upper right, you are all set. Click it for the OpenFrame area to appear.

While the system administrator has all required permissions, users do not. Therefore, you have to assign the OpenFrame user role (**sn_openframe_user**) to any user or group that will work with the Gplus Adapter for ServiceNow.

- Click the Role module in the User Administration application menu.
- Select New to create a new role.

How to configure the Gplus Adapter

- Fill the Name field with `sn_openframe_user` and optionally enter a description.
- Click Submit and the role is created.
- Choose the Contains Role tab and then Edit.
- Assign it to the desired agent or group of agents and click Save.

This will grant the selected users or groups to work with the Adapter.

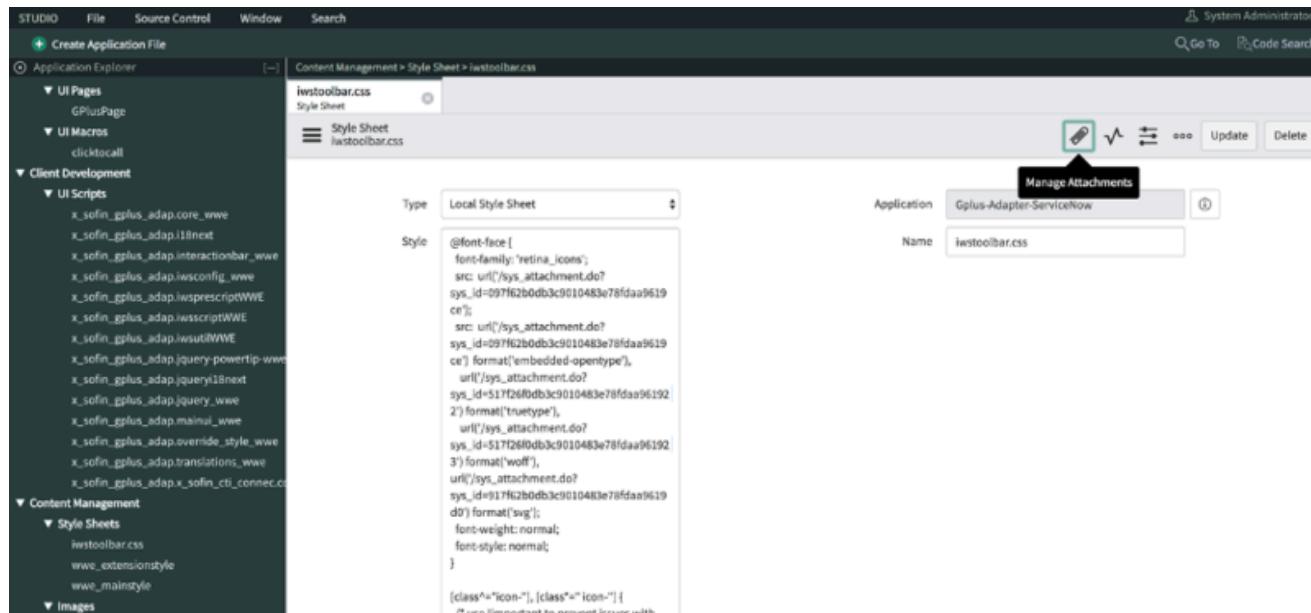
Important

If a user is not assigned the “`sn_openframe_user`” role, they will not be able to work with the Gplus Adapter for ServiceNow.

Configure the Gplus Adapter CSS images

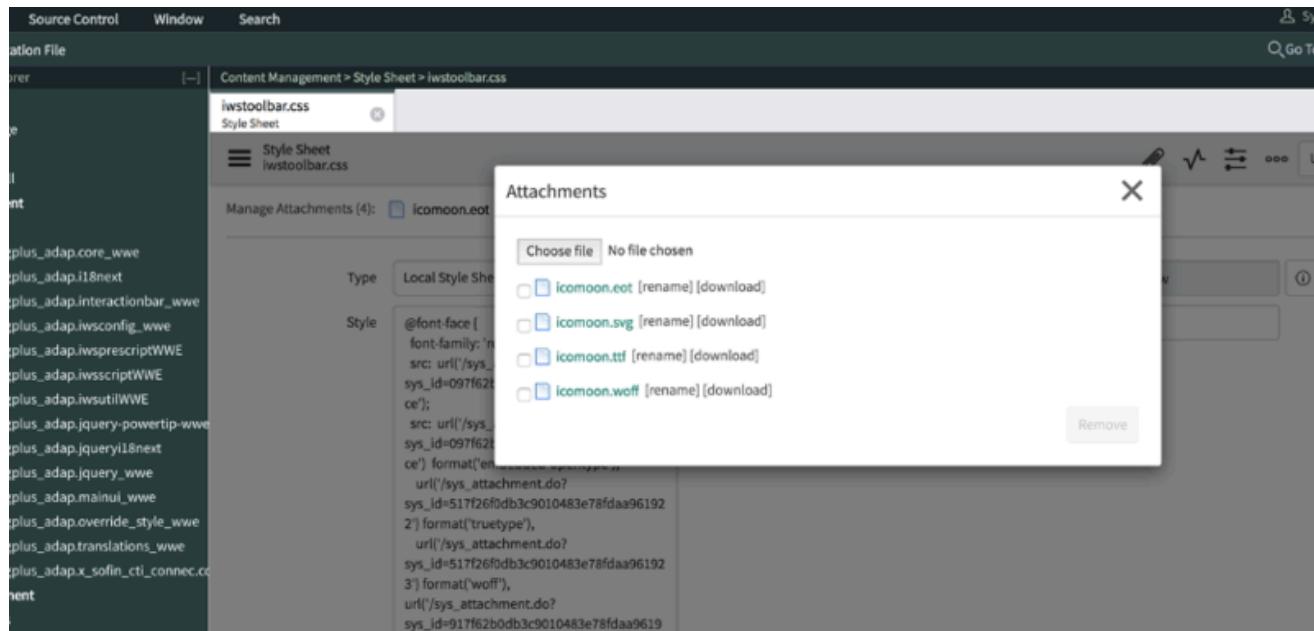
The following procedure helps you configuring the CSS images for the Gplus Adapter:

- Open the **ServiceNow Studio**.
- Select the **Gplus-Adapter-ServiceNow** application.
- Pick **iwstoolbar.css** in the left-hand panel and click **Manage Attachment** in the upper right.



- Choose all files in the **Attachments** folder provided with the installation package as shown in the image below, then close the pop-up window.

How to configure the Gplus Adapter



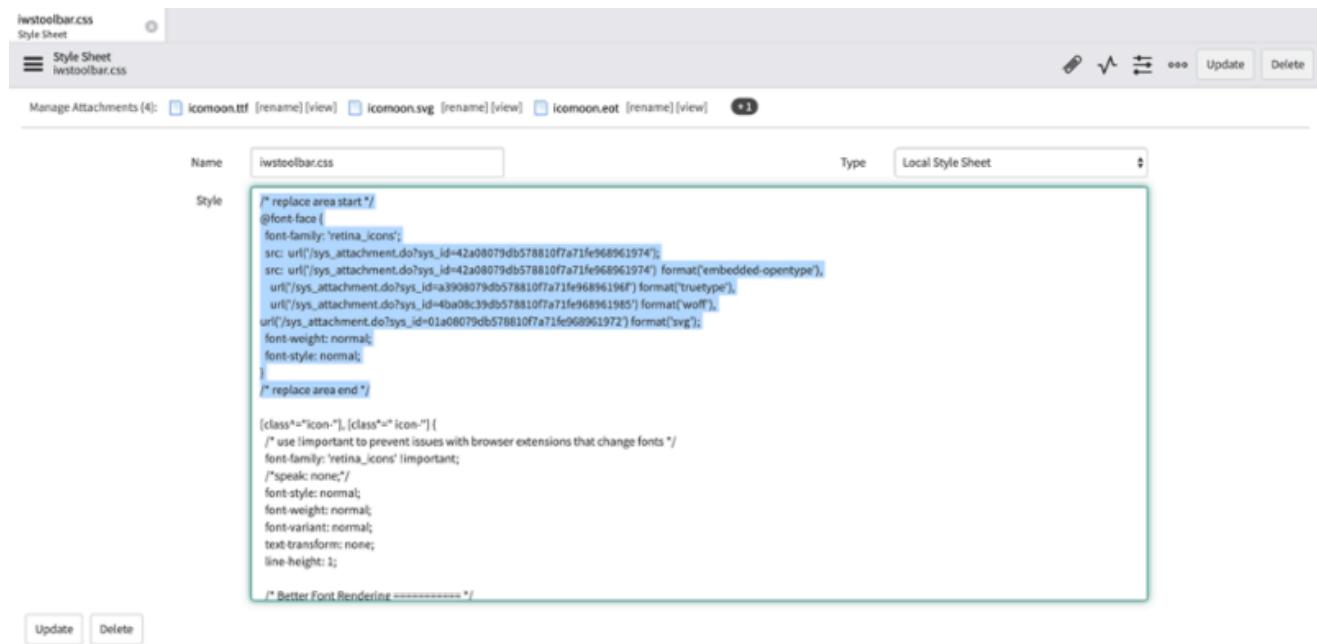
- In the URL field, provide the ServiceNow instance adding "`/x_inics_gplus_adap_css_generator.do`" in its end (https://service-now.com/x_inics_adap_css_generator.do) to retrieve the CSS code snippet.

```
← → ⌂ .service-now.com/x_inics_gplus_adap_css_generator.do

CSS Generator
@font-face {
  font-family: 'retina_icons';
  src: url('/sys_attachment.do?sys_id=73cfb88ddb9c911044c32781159619a6');
  src: url('/sys_attachment.do?sys_id=73cfb88ddb9c911044c32781159619a6') format('embedded-opentype'),
       url('/sys_attachment.do?sys_id=b7cfbc4ddb9c911044c32781159619ec') format('truetype'),
       url('/sys_attachment.do?sys_id=33cfbc4ddb9c911044c32781159619ea') format('woff'),
       url('/sys_attachment.do?sys_id=3bcfbc4ddb9c911044c32781159619ee') format('svg'); font-weight: normal; font-style: normal;
}
```

- In the ServiceNow Studio, replace the code into the **iwstoolbar.css** style under the **/* replace area start */** tag.

How to configure the Gplus Adapter



The screenshot shows the 'iwstoolbar.css' style sheet configuration page in ServiceNow. The page includes a header with 'iwstoolbar.css' and 'Style Sheet' buttons, and a toolbar with 'Update' and 'Delete' buttons. Below the header, a 'Manage Attachments' section lists 'icomoon.ttf', 'icomoon.svg', and 'icomoon.eot'. The main content area shows the CSS code for the 'iwstoolbar.css' file, which includes font-face declarations for various icons and a 'Better Font Rendering' section. The code is as follows:

```
/* replace area start */
@font-face {
    font-family: 'retina_icons';
    src: url('/sys_attachment.do?sys_id=42a08079db578810f7a71fe968961974');
    src: url('/sys_attachment.do?sys_id=42a08079db578810f7a71fe968961974') format('embedded-opentype'),
        url('/sys_attachment.do?sys_id=a3908079db578810f7a71fe968961986') format('truetype'),
        url('/sys_attachment.do?sys_id=a4ba08c39db578810f7a71fe968961985') format('woff'),
        url('/sys_attachment.do?sys_id=01a08079db578810f7a71fe968961972') format('svg');
    font-weight: normal;
    font-style: normal;
}

/* replace area end */

[class^="icon-"], [class*=" icon-"] {
    font-family: 'retina_icons' !important;
    /*speak: none;*/
    font-style: normal;
    font-weight: normal;
    font-variant: normal;
    text-transform: none;
    line-height: 1;
}

/* Better Font Rendering ----- */


```

At the bottom of the page are 'Update' and 'Delete' buttons.

- Click Update to save the configuration.

Packages

Download the Gplus Adapter for ServiceNow package here.

To download the Gplus Adapter for ServiceNow package, click the following link:

- [Gplus_Adapter_ServiceNow_9_0_002](#)
- [Gplus_Adapter_ServiceNow_9_1_002](#)
- [Additional Icons](#)

Screen pops

Contents

- [1 How screen pop records are retrieved](#)
- [2 Screen pops configuration](#)
- [3 Screen pops customization](#)

Screen pops display a relevant record from ServiceNow when agents receive or make calls.

The out-of-the-box use cases are deployed with the XML file configuration as described in the Gplus Adapter installation in ServiceNow. However, if they do not fit your requirements, you can customize them. To learn more on this topic, continue reading.

How screen pop records are retrieved

Before you manage and customize them, 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 ServiceNow: 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 ServiceNow and made available on the related contact's landing page.

See [Activity History](#) to learn more about these records.

Screen pops configuration

In ServiceNow, screen pop configuration is based on the following JavaScript files, which implement the out-of-the-box scenario for different fields:

- **x_sofin_gplus_adap.iwsscriptWWE**: Computer Telephony Integration (CTI) events that can be captured by the Adapter.
- **x_sofin_gplus_adap.iwsutilWWE**: implementation of the events mentioned in the previous point.

For screen pop customization, continue to the next paragraph.

Screen pops customization

To create new screen pop scenarios in ServiceNow, you have to modify the above-mentioned files. Follow this procedure.

- Open the **ServiceNow Studio**.
- Select the **Gplus-Adapter-ServiceNow** application.
- Select **x_sofin_gplus_adap.iwsscriptWWE** or **x_sofin_gplus_adap.iwsutilWWE** in the left-hand panel and modify the code as required.

Screen pops

- Click **Save** to finalize the procedure.

Activity History

Contents

- [1 Activity History creation](#)
- [2 Activity History fields](#)

The Gplus Adapter creates Activity History entries in ServiceNow at the end of an inbound or outbound call.

Activity History creation

The screen pop agents receive when they either accept or make a call equally creates a new **Activity History of type Call** for the interaction, and associates it with the ServiceNow record.

The rule the Adapter follows to select the correct record for the activity log creation is the same as for screen pop records. The **Automatic Number Identification (ANI)** is used as the search main criterion.

Activity History fields

The Adapter automatically updates specific ServiceNow activity fields when it saves an Activity History entry. The table below provides an extensive list of ServiceNow fields included in each Activity.

ServiceNow Activity Field	Description
Subject	Interaction ID
Call From	Inbound call: contact from which the call originated Outbound call: agent calling
Call To	Inbound call: agent accepting the call Outbound call: contact receiving the call
Phone Number	Telephone number from which the call originated
Direction	Type of call (inbound, outbound, or internal)
Duration	Length of the call in minutes and seconds (updated when the call ends)
Description	Comments and notes added by one or more involved agents

Click-to-call feature

Contents

- 1 Customize the outbound-call scenario
- 2 Enable the click-to-call feature on reference fields

Click-to-call makes outbound calls easier.

The click-to-call feature enables to automatically dial a call when clicking a phone number in ServiceNow.

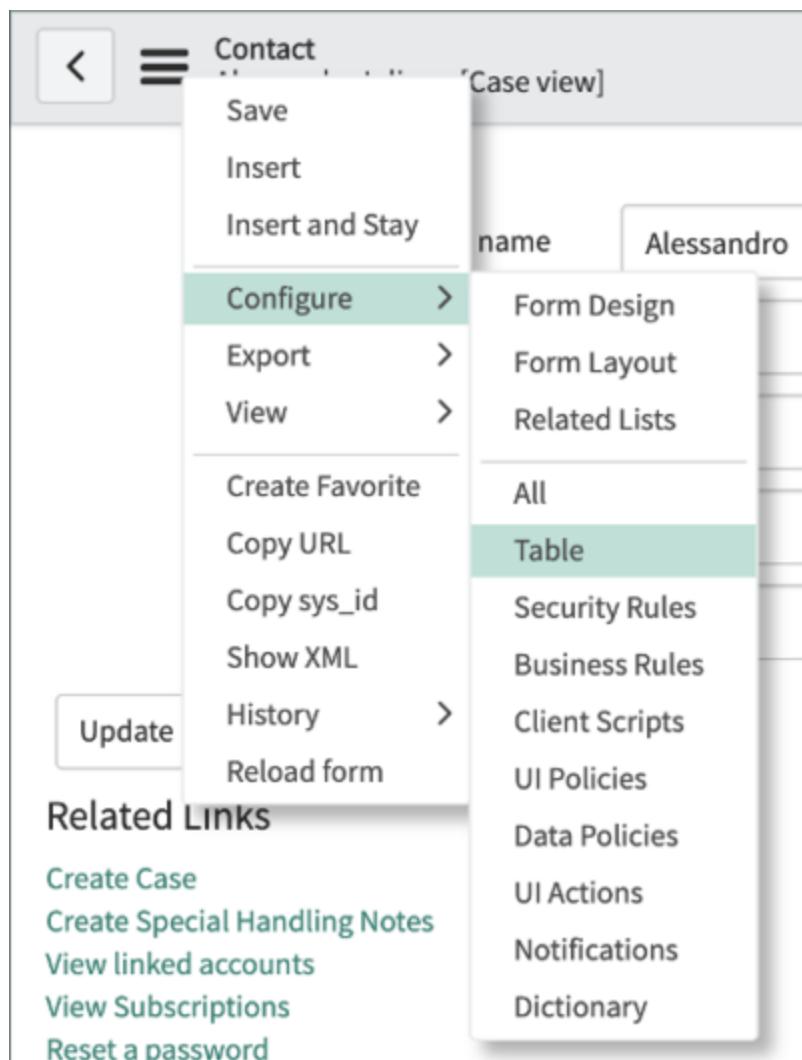
Customize the outbound-call scenario

Unlike screen pop customization, to customize the outbound-call scenario you must handle an additional file:

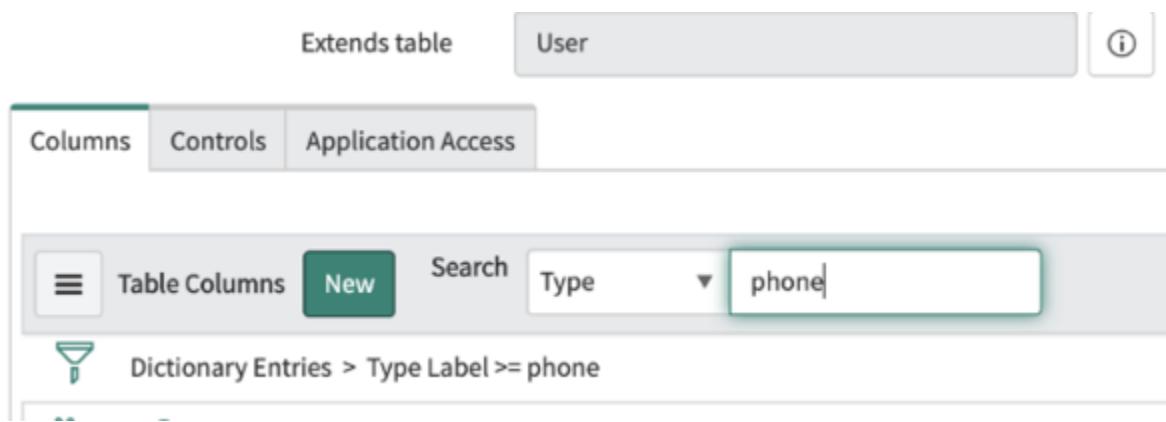
- **x_sofin_gplus_adap_clicktocall**.

Follow this procedure to configure the click-to-call feature inside ServiceNow:

- Open the **Contact form** and then the **Contact menu**.
- Select **Configure** and click **Table**.



- Search for the phone fields as shown in the image below.



- Select one field among the proposed **phone-number fields**.

 Mobile phone	Phone Number	(empty)
 Home phone	Phone Number	(empty)
 Business phone	Phone Number	(empty)

- Go to **Default Value** and add the following attribute in the related box:

```
field_decoration= x_sofin_gplus_adap_clicktocal
```

Attributes

Important

If the Attributes box is not visible, select **Advanced view** as shown below.

Choice List Specification Default Value

Displays a list of suggested values in a Choice list. In the Advanced view yo

Choice

Related Links

[Show Table](#)
[Advanced view](#)

Enable the click-to-call feature on reference fields

You now have to configure the Adapter click-to-call feature inside ServiceNow for the lookup/reference field. In fact, by default, ServiceNow provides some macros to enable the click-to-call feature on reference fields as well.

The following macros are available:

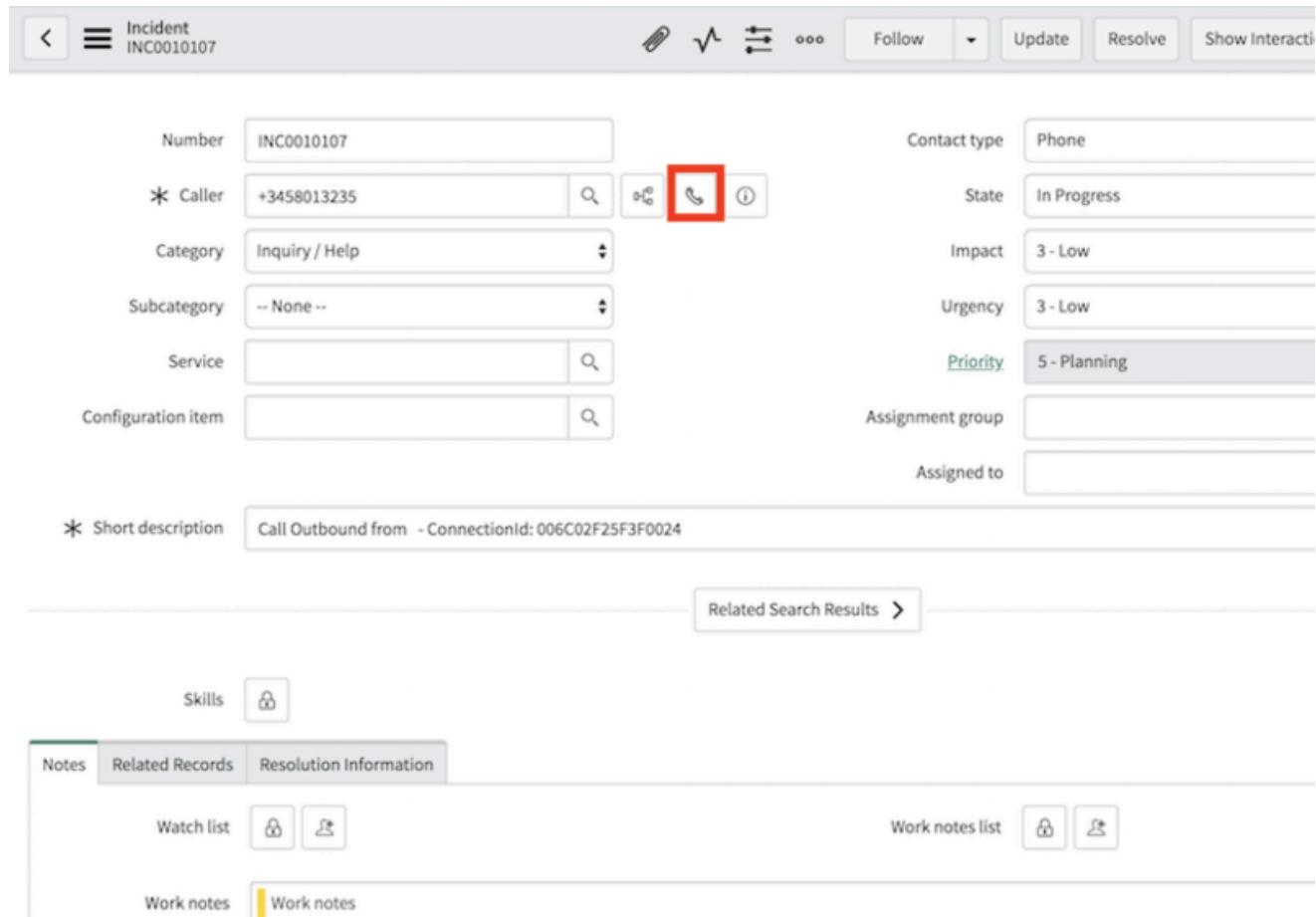
- **show_phone**

- Requires the OpenFrame plugin activation.
- Configure the Unique Interface (UI) macro using the **ref_contribution** parameter to display a phone icon next to the **sys_user** reference field. The icon is only shown if the phone field in the **sys_user** record is populated with a phone number.

- **show_phone_customer_service**

- Requires Customer Service Management and OpenFrame plugins activation.
- Configure the Unique Interface (UI) macro using the **ref_contribution** parameter to display a phone icon next to the Contact **customer_account** reference field in the case form. The icon is only displayed if the phone field in the Contact **customer_account** record is populated with a phone number.

It is possible to enable one of these macros on reference fields (such as **Caller** in an **Incident**, or **Contact** in a **Case**). They will display the phone icon next to the field, as shown below, only if the reference field has at least one telephone number.



The screenshot shows the ServiceNow Incident form for record INC0010107. The 'Caller' field contains the phone number '+3458013235' and features a red box around its phone icon. Other fields visible include 'Number' (INC0010107), 'Category' (Inquiry / Help), 'Subcategory' (-- None --), 'Service', 'Configuration item', 'Contact type' (Phone), 'State' (In Progress), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group', 'Assigned to', and a 'Short description' field containing 'Call Outbound from - ConnectionId: 006C02F25F3F0024'. At the bottom, there are tabs for 'Notes', 'Related Records', and 'Resolution Information', along with 'Skills' and 'Watch list' buttons.

Important

If you are not able to see the phone icon next to a telephone-number field, make sure you own administrator's privileges.

Clicking the **phone icon**, a list of the Contact's available phone numbers is displayed.

To allow these macros to work with the Adapter and start a call with a click, you first need to edit them. Follow these steps:

- Search for the **show_phone** macro and open it.
- Go to the row named **createInteractionData.opened_for=p.attr('data-caller-id')**.
- Remove the **GlideAjax** section as shown below (adding comments).

```
/*
    var ga = new GlideAjax('global.CTIAjaxUtility');
    ga.addParam('sysparm_name', 'createInteractionWithPropertyCheck');
    ga.addParam('context', JSON.stringify(createInteractionData));
    ga.getXML(function(serverResponse) {
        var result =
serverResponse.responseXML.getElementsByName("result");
        var output = JSON.parse(result[0].getAttribute("data"));
        if(output.status == "success"){
            var interaction = {"entity": "interaction", "query"
:"sys_id="+output.fields.interactionSysId, "value":output.fields.number,
"label": "Interaction", "display":false};
            payload.data.data.push(interaction);
        }
        var context = {"payload": payload, "method" :
"openframe_communication" };
        jslog("context with interaction : "+ JSON.stringify(context));
        CustomEvent.fireAll("openframe_request", context);
    });
*/
```

- Replace the previous section with the following snippet:

```
var payload = {"type": "OUTGOING_CALL", "data" : data, "action":"makecall",
"number":p.attr('data-caller-phone'), "attributes": {"ACTIVITY_ID": p.attr('data-task-id'),
"ENTITY_TYPE": p.attr('data-task-table'), "CONTACT_ID":p.attr('data-caller-id')}};
var context = {"payload": payload, "method" : "openframe_communication" };
CustomEvent.fireAll("openframe_request", context);
```

- Click **Save**.

To conclude and enable this, you must associate the macro to **ref_contributions**: open the Incident table, search for **Caller** and insert **ref_contributions=show_phone** or **ref_contributions=show_phone_customer_service** in the Attribute field.