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Gplus Adapter for ServiceNow Administrator's Guide

[Activity History](#)

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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