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Gplus Adapter for ServiceNow Administrator's Guide

How to configure the Gplus Adapter

7/26/2025

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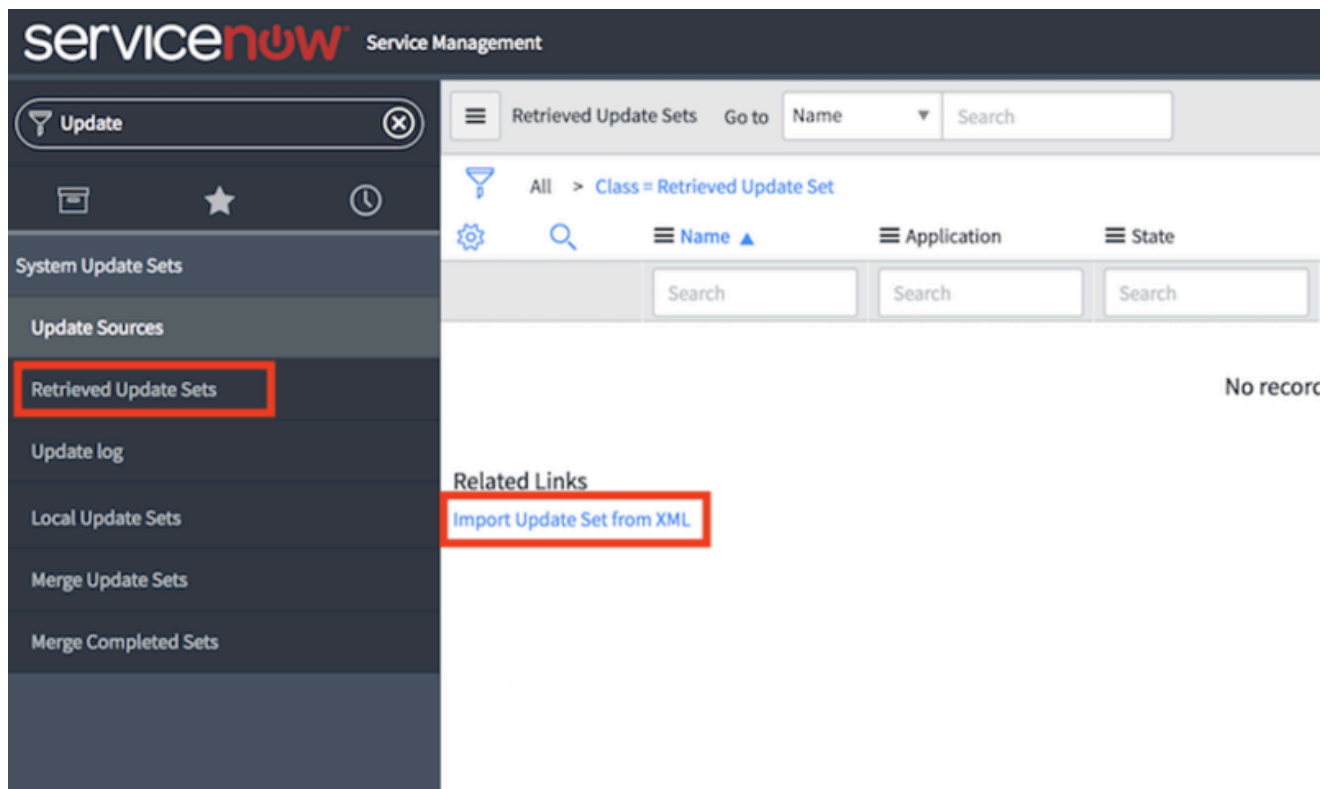
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This section explains how to set up the Gplus Adapter for ServiceNow.

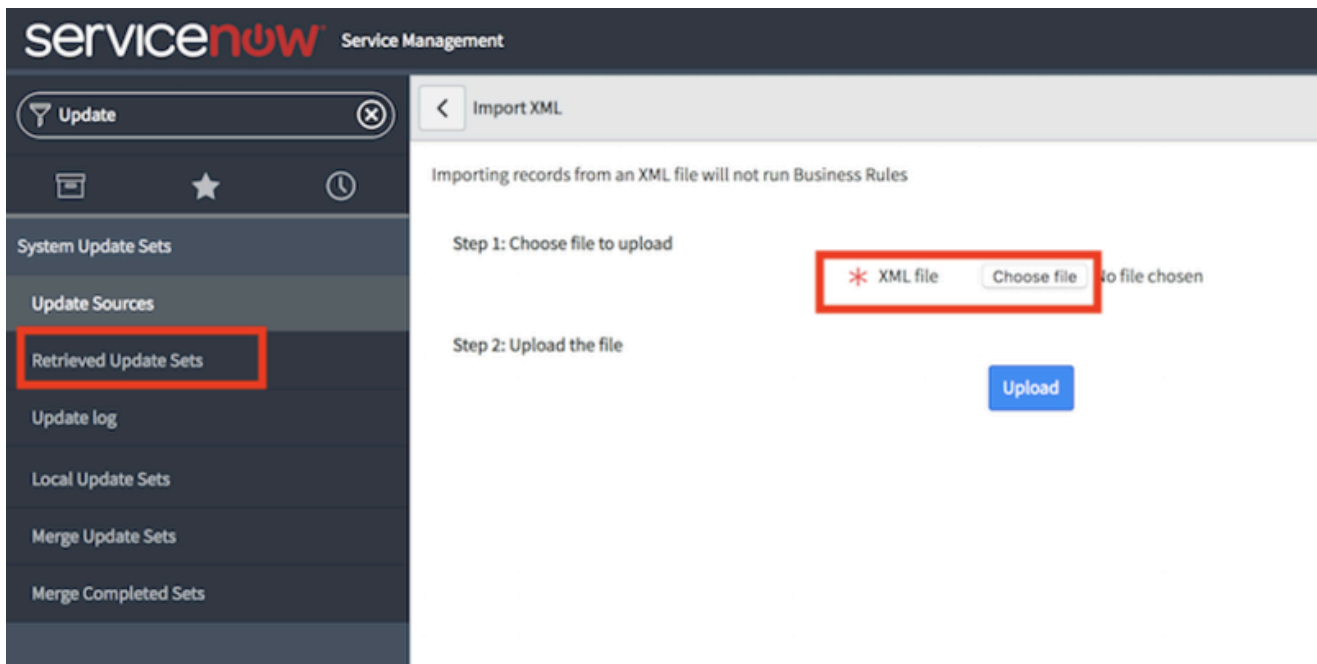
Deploy the Connector System Update Set in ServiceNow

To install the System Update Set, you should perform the following steps:

- Elevate your user's roles as described in the procedure to Deploy the Adapter Web Resources in ServiceNow.
- Type "update" in the search area and expand the **Retrieved Updates Sets** menu, then click **Import Update Set from XML**.



- Choose and upload the XML file provided by Genesys.



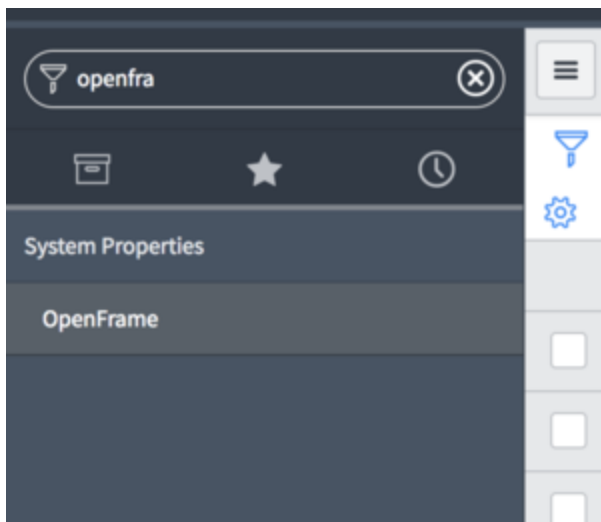
- After importing the file, click **Preview Update Set** and then **Commit Update Set**.

At this stage, the **CTI-Connector-ServiceNow** application is deployed and visible after clicking the **System Applications** menu and then **Application**.

Configure the OpenFrame page in ServiceNow

Follow this procedure to configure the OpenFrame page in ServiceNow:

- Enter the **OpenFrame** menu.



Important

If the OpenFrame menu is not visible, it means the **Customer Service plugin** is missing. Before performing the following steps, the **OpenFrame plugin** must be installed. To enable the OpenFrame menu, check Enable OpenFrame menu in ServiceNow.

- Fill the URL field with the following one: **x_sofin_gplus_adap_GPlusPage.do**.

User Group	Available	Selected
	CAB Approval Capacity Mgmt Catalog Request Approvers > \$1000 Catalog Request Approvers for Sales Change Management Consumer Service Support Customer Service Support Database Database Atlanta	

URL: x_sofin_gplus_adap_GPlusPage.do

- Add the following parameters in the configuration tab:

```
{
  "instance": "https://localhost:7777",
  "branding": "genesys_logo.png",
  "language": "en-US",
  "screenpopnew": false,
  "defaultEntity": "sn_customerservice_case",
  "defaultContact": "customer_contact"
}
```

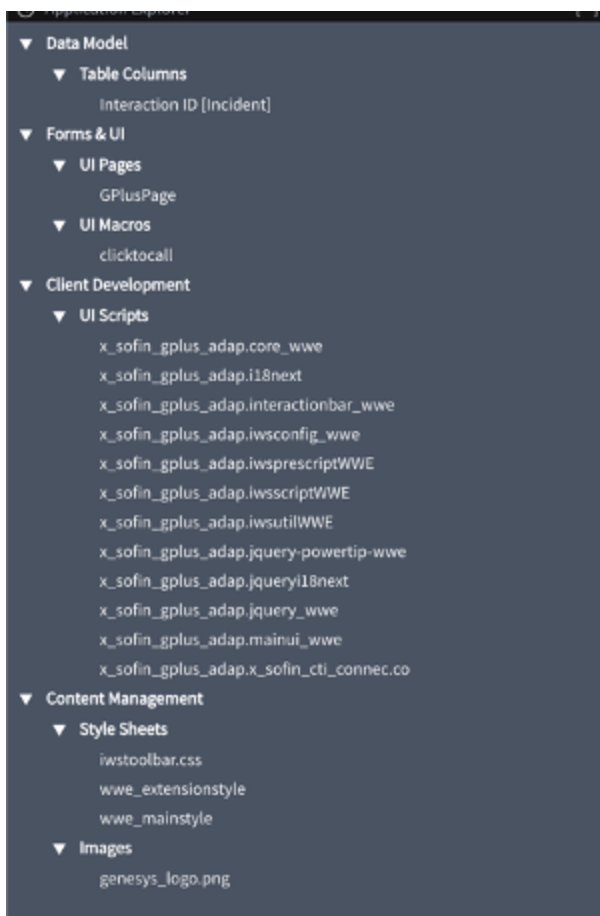
Key	Value	Description
Screenpopnew	default: false	<p>Search for associated Cases or Incidents for every new interaction:</p> <ul style="list-style-type: none"> • Presence of one Case/ Incident: entity is opened. • Presence of several Cases/ Incidents: list is displayed. • Absence of Cases/Incidents: new Case/Incident is created.
defaultEntity	<p>possible values:</p> <ul style="list-style-type: none"> • sn_customerservice_case • incident 	<ul style="list-style-type: none"> • sn_customerservice_case: default entity is Case. • incident: default entity is Incident.
defaultContact	<p>default: customer_contact</p> <p>possible values:</p> <ul style="list-style-type: none"> • customer_contact • sys_user 	<ul style="list-style-type: none"> • customer_contact: search for Contacts in customer_contact table (typically applies to Cases). • sys_user: search for Contacts in sys_user table (typically applies to Incidents).

- Assign the "**sn_openframe_user**" role to any user or group that will use the Gplus Adapter.

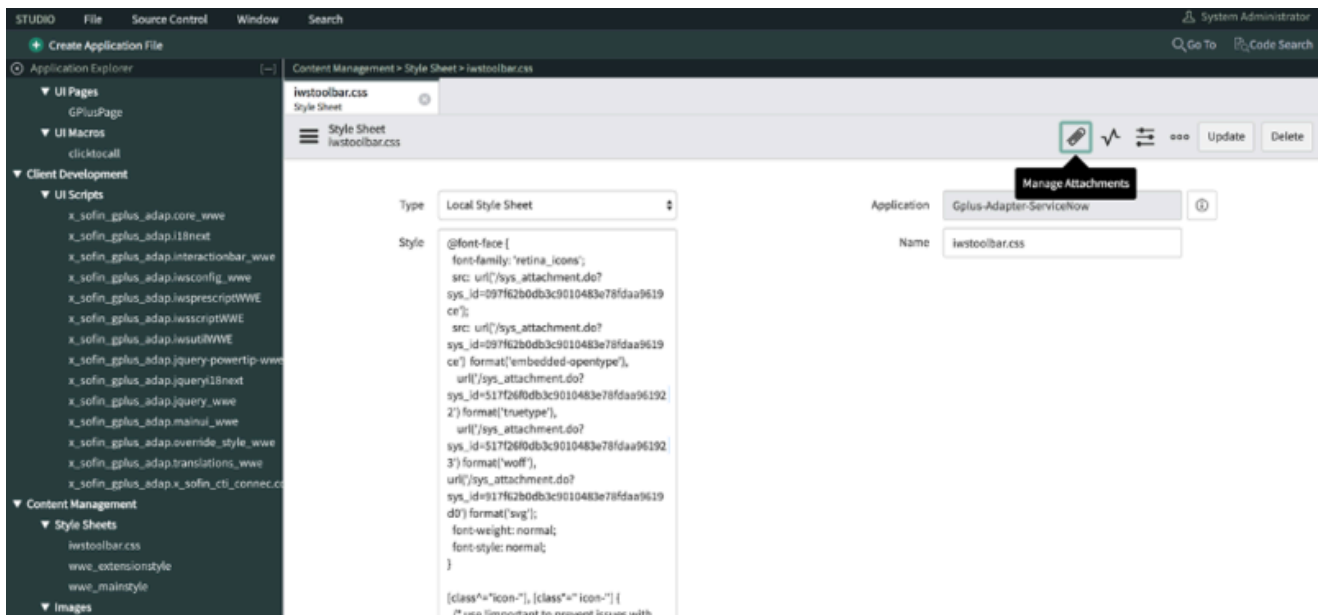
Configure the Gplus Adapter CSS images

Follow this procedure to configure the CSS images for the Gplus Adapter.

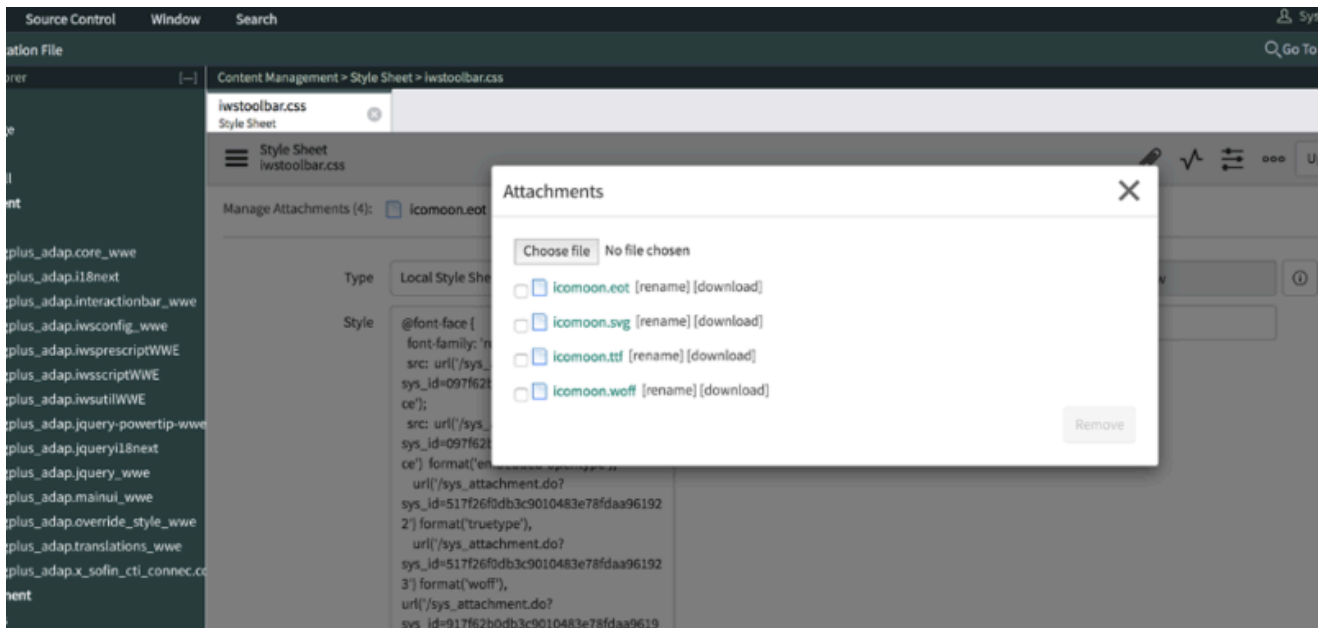
- Open **ServiceNow Studio**.
- Select the **Gplus-Adapter-ServiceNow** application.
- Choose the required file in the left-hand panel.



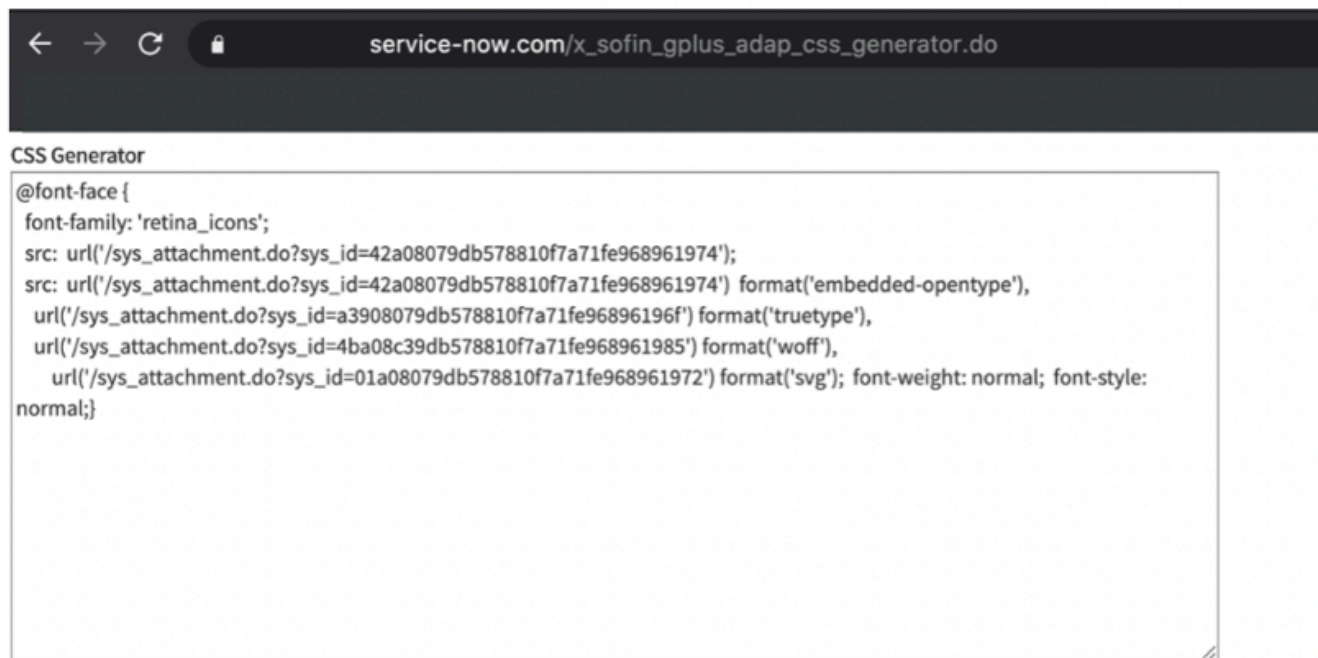
- Select **iwstoolbar.css** and click **Manage Attachment**.



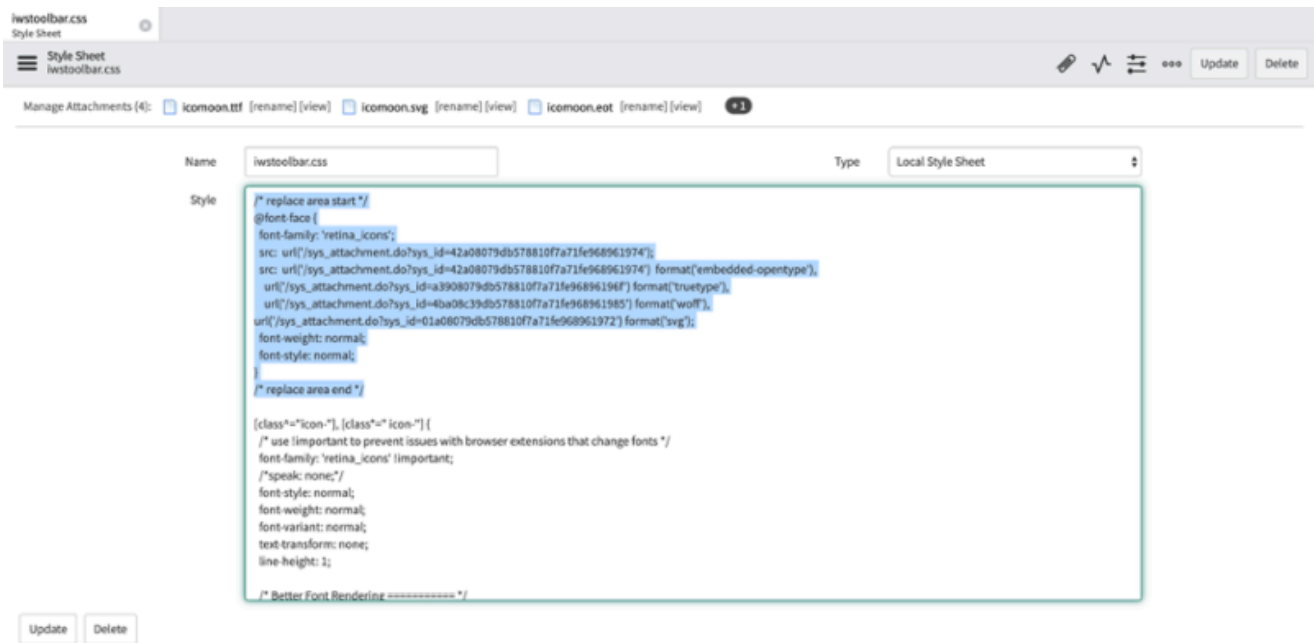
- Choose the files in the **Attachments** folder provided with the installation package as shown in the image below.



- To retrieve the CSS code snippet, rename the ServiceNow instance adding **"/x_sofin_gplus_adap_css_generator.do"** in its end (https://.service-now.com/x_sofin_gplus_adap_css_generator.do).



- Replace the code into the **iwstoolbar.css** style under the `/* replace area start */` tag in ServiceNow Studio.



- Click **Update** to save the configuration.

Relevant links

- How to install the Gplus Adapter
- How to configure and customize screen pops