

GENESYS

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Gplus Adapter for ServiceNow Administrator's Guide

How to configure the Gplus Adapter

8/18/2025

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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**.

Service Management							
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च ★ ©	p All > Cla	ass = Retrieved Update Set					
6		Name 🔺	Application	≡ State			
System Update Sets		Search	Search	Search			
Update Sources							
Retrieved Update Sets				No	recorc		
Update log	Related Links						
Local Update Sets	Import Update Set f	rom XML					
Merge Update Sets							
Merge Completed Sets							

• 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.

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System Propertie	S		285
OpenFrame			

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**.

C C OpenFrame Configuration GPlusAdapter				Ø	P 👬 000 Up	Delete 🛧 🗸
Name	GPlusAdapter		Active			
Title	GPlusAdapter		* Width		400	
Subtitle			⇒k Height		600	
Order			Icon Class	icon-phone		
			Title Icon	GPlusAdapter		۵
User Group	Available		Selected		5	electing no group is
	CAB Approval Capacity Mgmt Catalog Request Approvers > 51000 Catalog Request Approvers for Sales Change Management Consumer Service Support Customer Service Support Database Database Atlanta	> <			e 8	quivalent to selecting all roups
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"}
```

Кеу	Value	Description
Screenpopnew	default: false	 Search for associated Cases or Incidents for every new interaction: 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	possible values:sn_customerservice_caseincident	 sn_customerservice_case: default entity is Case. incident: default entity is Incident.
defaultContact	default: customer_contactpossible values:customer_contactsys_user	 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.

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•	Data	a Model
	•	Table Columns
		Interaction ID [Incident]
•	For	ms & UI
	•	UI Pages
		GPlusPage
	•	UI Macros
		clicktocall
•	Clie	nt Development
	•	UI Scripts
		x_sofin_gplus_adap.core_wwe
		x_sofin_gplus_adap.i18next
		x_sofin_gplus_adap.interactionbar_wwe
		x_sofin_gplus_adap.iwsconfig_wwe
		x_sofin_gplus_adap.iwsprescriptWWE
		x_sofin_gplus_adap.iwsscriptWWE
		x_sofin_gplus_adap.iwsutilWWE
		x_sofin_gplus_adap.jquery-powertip-wwe
		x_sofin_gplus_adap.jqueryi18next
		x_sofin_gplus_adap.jquery_wwe
		x_sofin_gplus_adap.mainui_wwe
		x_sofin_gplus_adap.x_sofin_cti_connec.co
۲	Con	itent Management
	▼	Style Sheets
		iwstoolbar.css
		wwe_extensionstyle
		wwe_mainstyle
	▼	Images
		genesys_logo.png

• 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.

iwstoolbar.css Style Sheet						
Style Sheet iwstoolbar.css		ø	\checkmark	ŧ	 Update	Delete
Manage Attachments (4): 📋 icomoon.ttf	[rename][view] 📋 icomoon.svg [rename][view] 📋 icomoon.eot [rename][view] 🕢					
Name	iwstoolbar.css Type Local Style Sheet			٥		
Style	<pre>/* replace area start */ (@font-face { font-face { font-face { font-face { font-face {</pre>					
Update Delete						

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

Relevant links

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