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# Gplus Adapter for ServiceNow Administrator's Guide

How to configure the Gplus Adapter

2/19/2026

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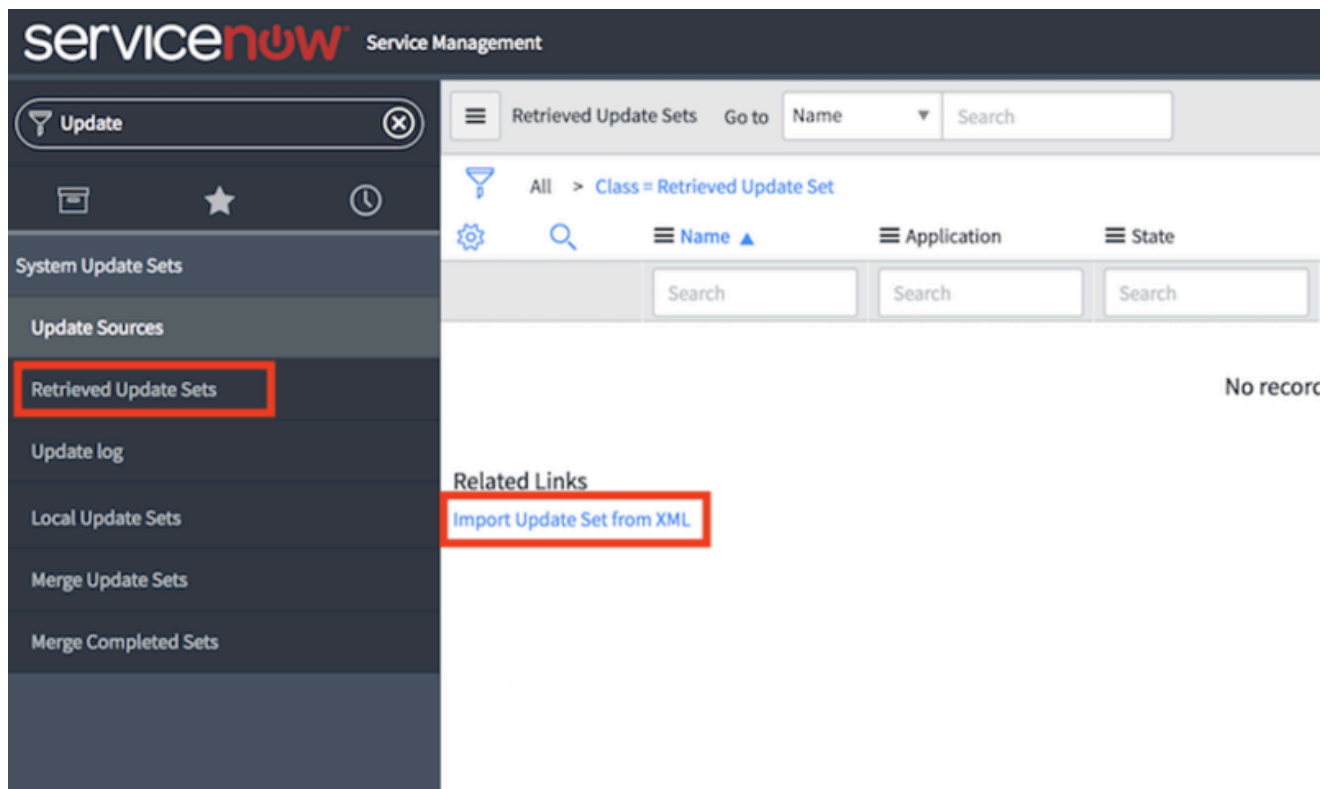
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This section explains how to set up the Gplus Adapter for ServiceNow.

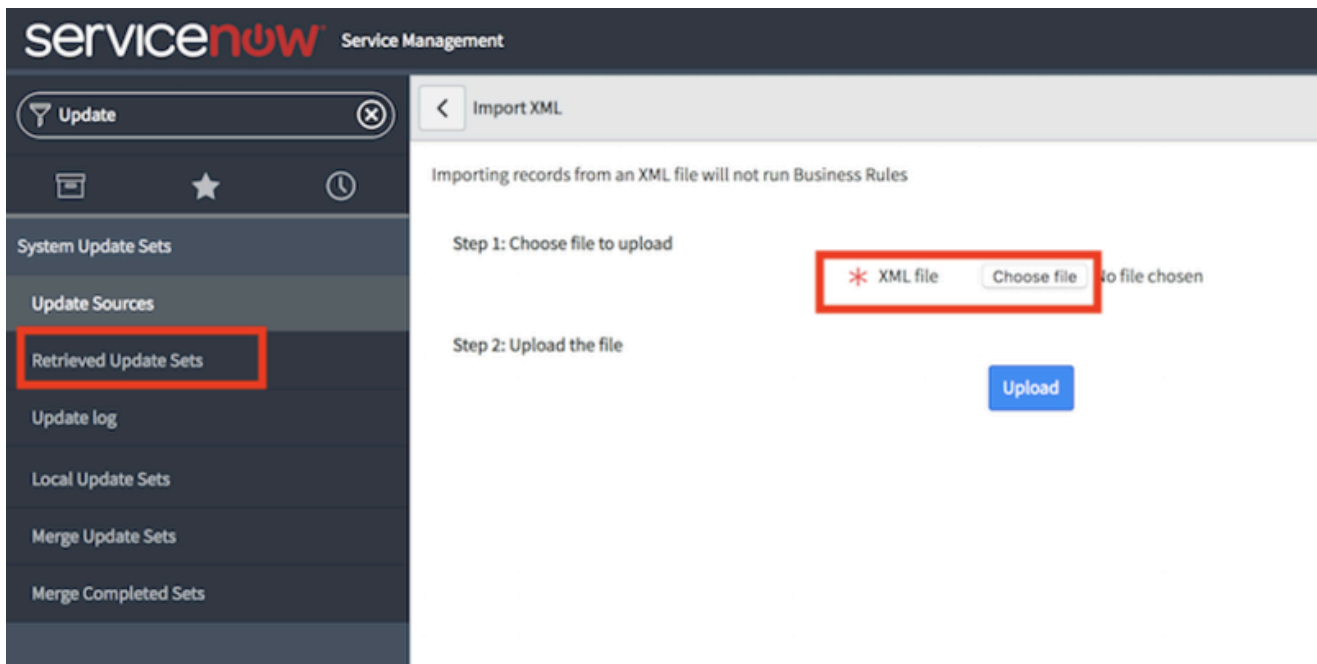
## Deploy the Connector System Update Set in ServiceNow

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.



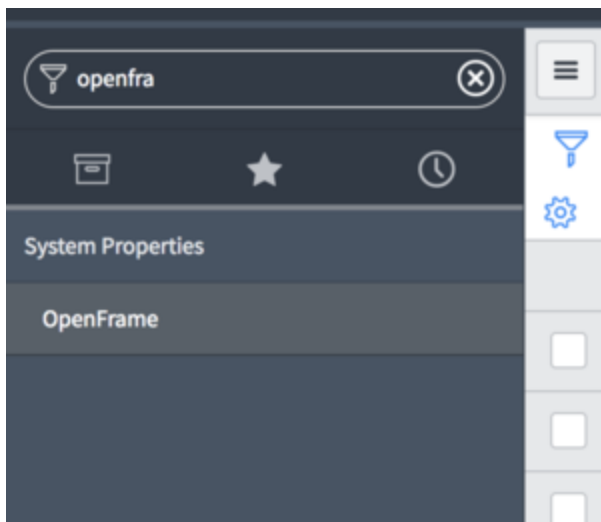
- After importing the file, click **Preview Update Set** and then **Commit Update Set**.

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](https://localhost:7777/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"
}
```

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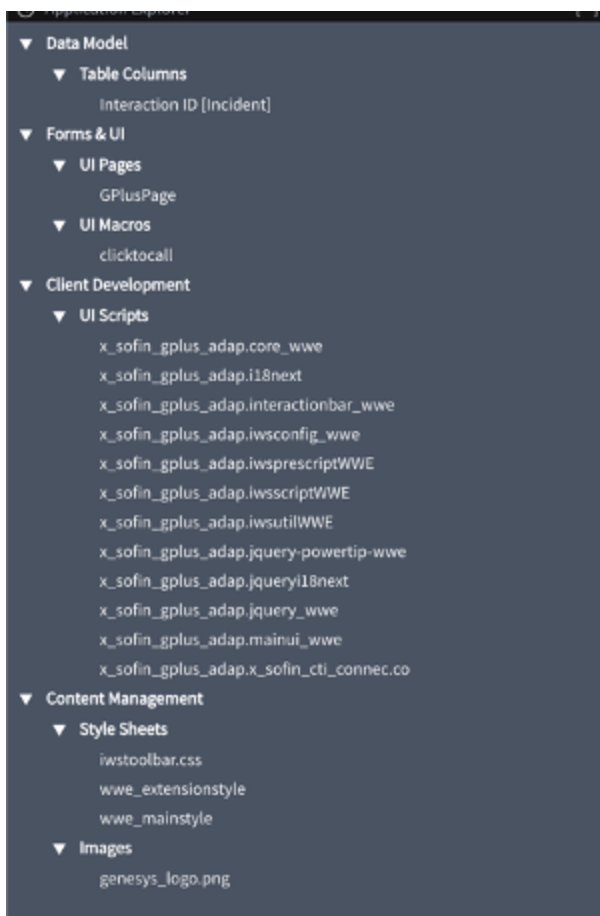
Key	Value	Description
Screenpopnew	default: false	Search for associated Cases or Incidents for every new interaction: <ul style="list-style-type: none"><li>• Presence of one Case/ Incident: entity is opened.</li><li>• Presence of several Cases/ Incidents: list is displayed.</li><li>• Absence of Cases/Incidents: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

- Assign the "**sn\_openframe\_user**" role to any user or group that will use the Gplus Adapter.

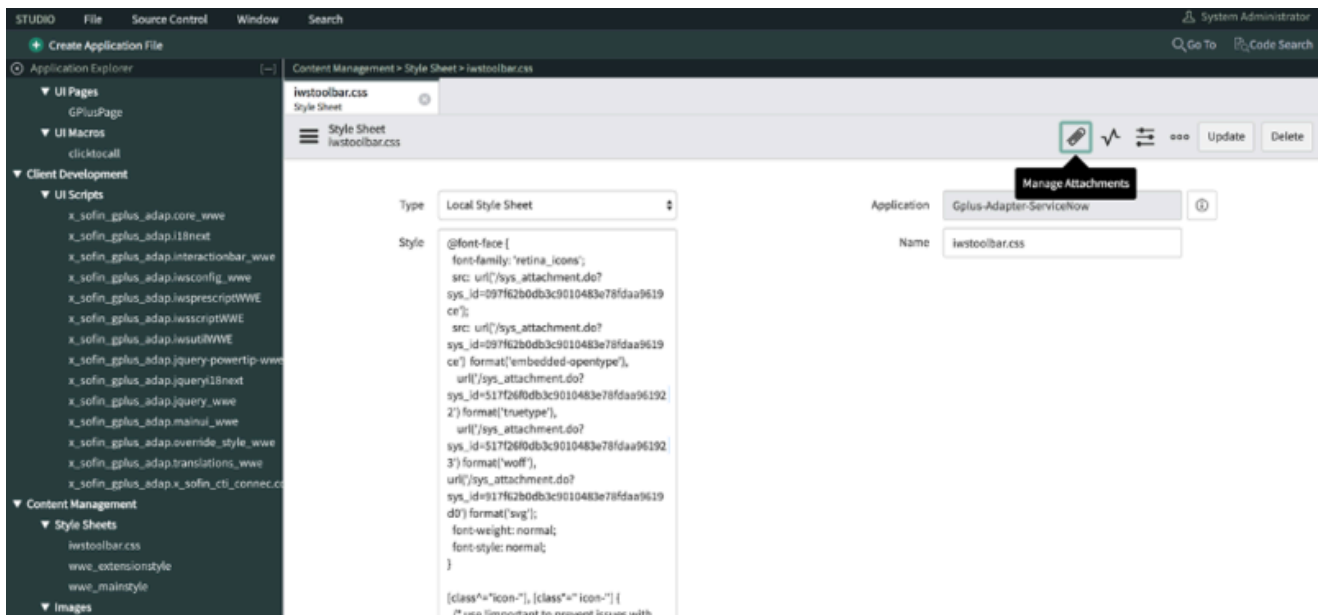
## Configure the Gplus Adapter CSS images

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

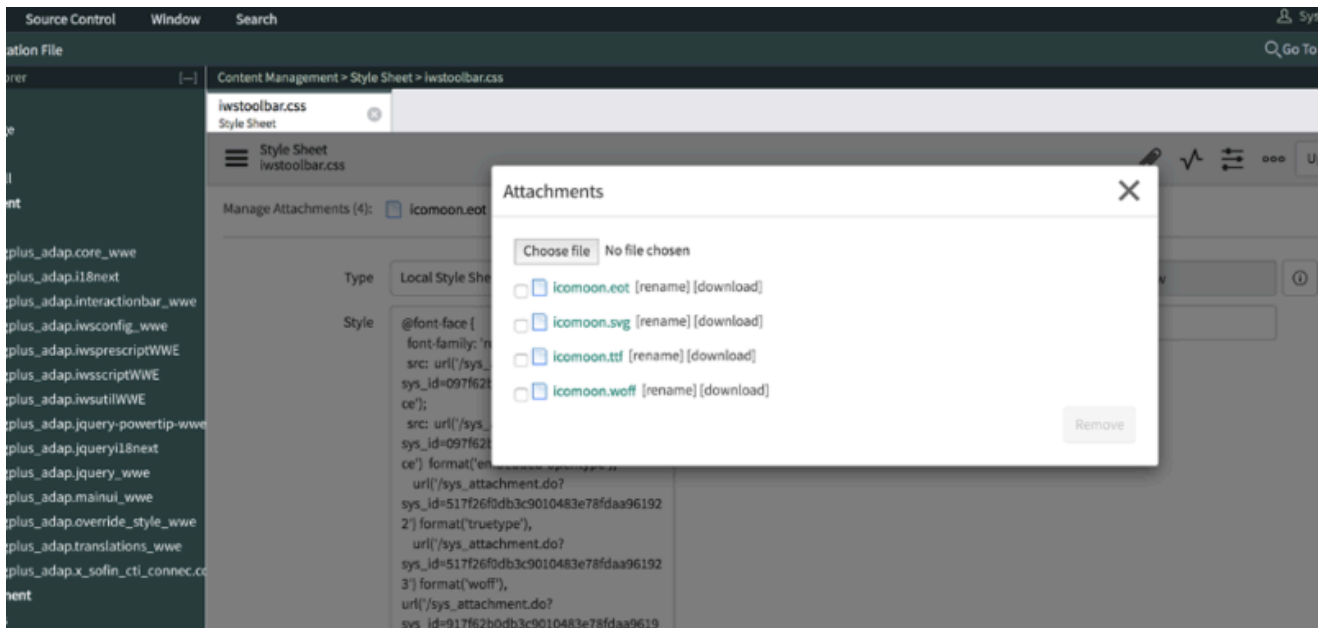
- Open **ServiceNow Studio**.
- Select the **Gplus-Adapter-ServiceNow** application.
- Choose the required file in the left-hand panel.



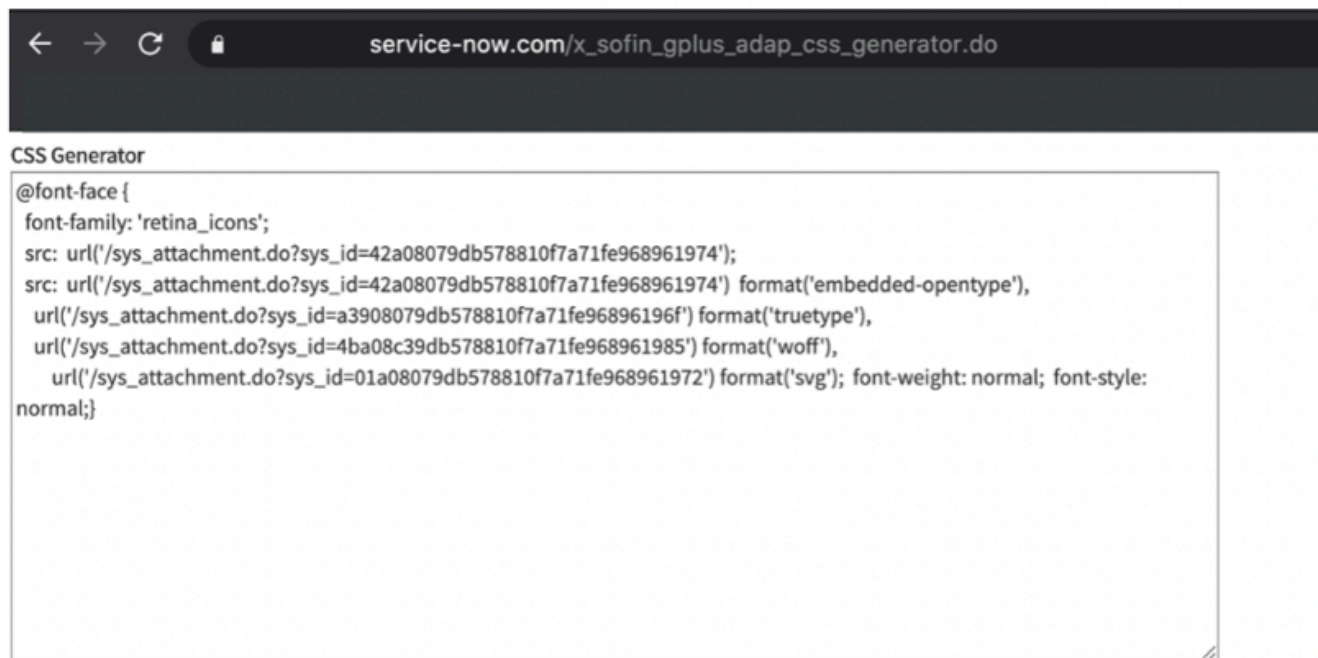
- Select **iwstoolbar.css** and click **Manage Attachment**.



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

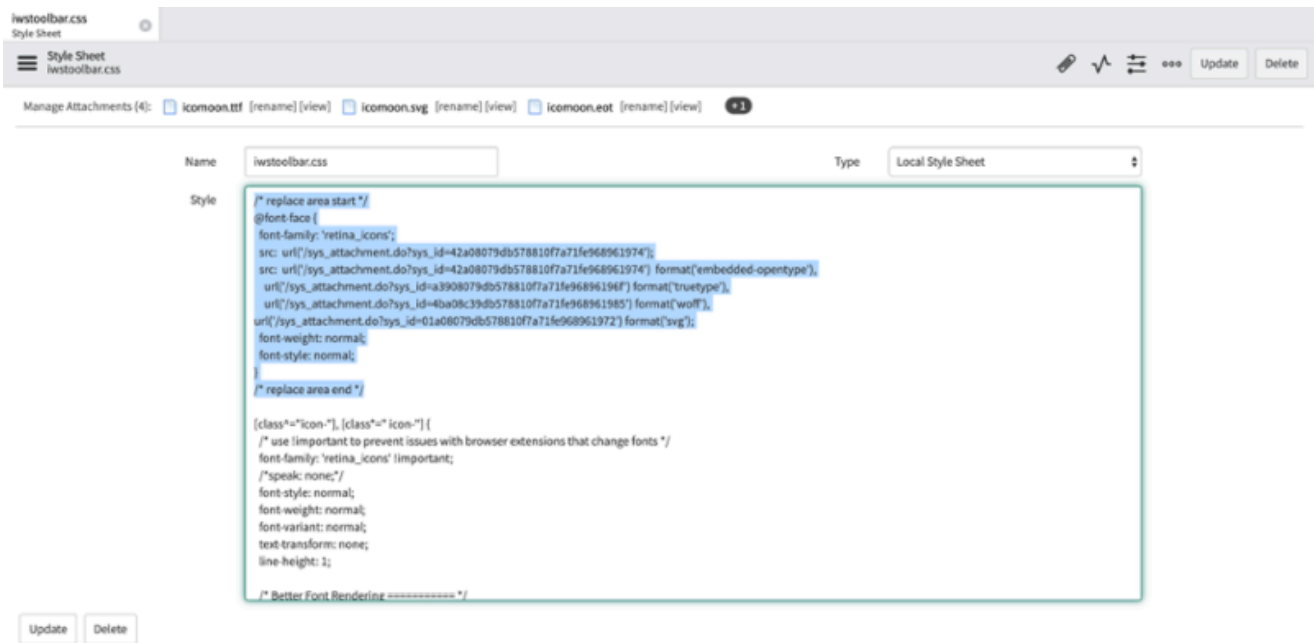


- To retrieve the CSS code snippet, rename the ServiceNow instance adding **"/x\_sofin\_gplus\_adap\_css\_generator.do"** in its end ([https://.service-now.com/x\\_sofin\\_gplus\\_adap\\_css\\_generator.do](https://.service-now.com/x_sofin_gplus_adap_css_generator.do)).





- 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](#)