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Gplus Adapter for ServiceNow Administrator's Guide

Click-to-call feature

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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.

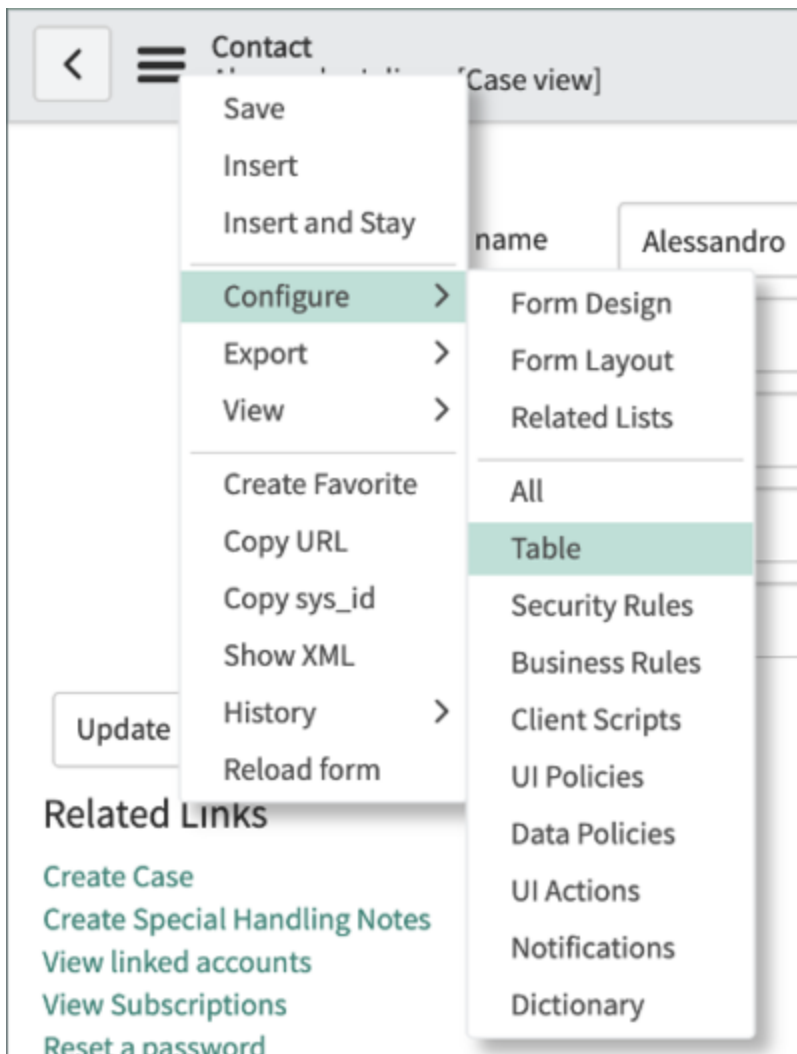
Customize the outbound-call scenario

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

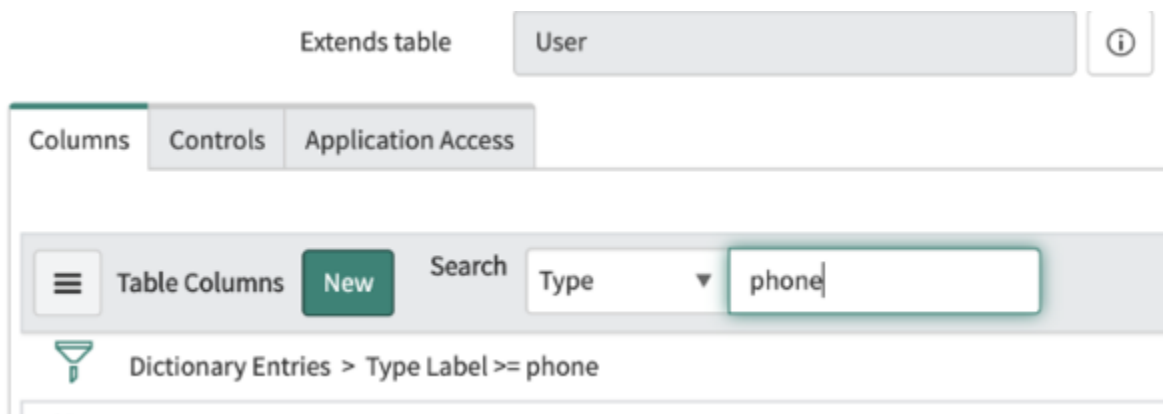
- **x_sofin_gplus_adap_clicktocall.**

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**.

	<u>Mobile phone</u>	<u>Phone Number</u>	(empty)
	<u>Home phone</u>	<u>Phone Number</u>	(empty)
	<u>Business phone</u>	<u>Phone Number</u>	(empty)

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

field_decoration= x_sofin_gplus_adap_clicktocall

Attributes

field_decoration=x_sofin_gplus_adap_clicktocall

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 Inyerface (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 displays a ServiceNow Incident form for incident INC0010107. The form is divided into two main sections: a left-hand form area and a right-hand summary area. In the left-hand area, the 'Caller' field (marked with an asterisk) contains the phone number '+3458013235'. To the right of this field, a small icon set is visible, with the phone icon highlighted by a red square. Other fields in the left section include 'Number' (INC0010107), 'Category' (Inquiry / Help), 'Subcategory' (-- None --), 'Service', and 'Configuration item'. The right-hand summary area includes fields for 'Contact type' (Phone), 'State' (In Progress), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group', and 'Assigned to'. Below the form fields, there is a 'Short description' field containing the text 'Call Outbound from - ConnectionId: 006C02F25F3F0024'. At the bottom of the form, there are tabs for 'Notes', 'Related Records', and 'Resolution Information'. The 'Notes' tab is currently selected, showing a 'Watch list' and a 'Work notes list'.

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.getElementsByTagName("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.