Gplus Adapter for ServiceNow Administrator's Guide

Click-to-call feature

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Contents

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.
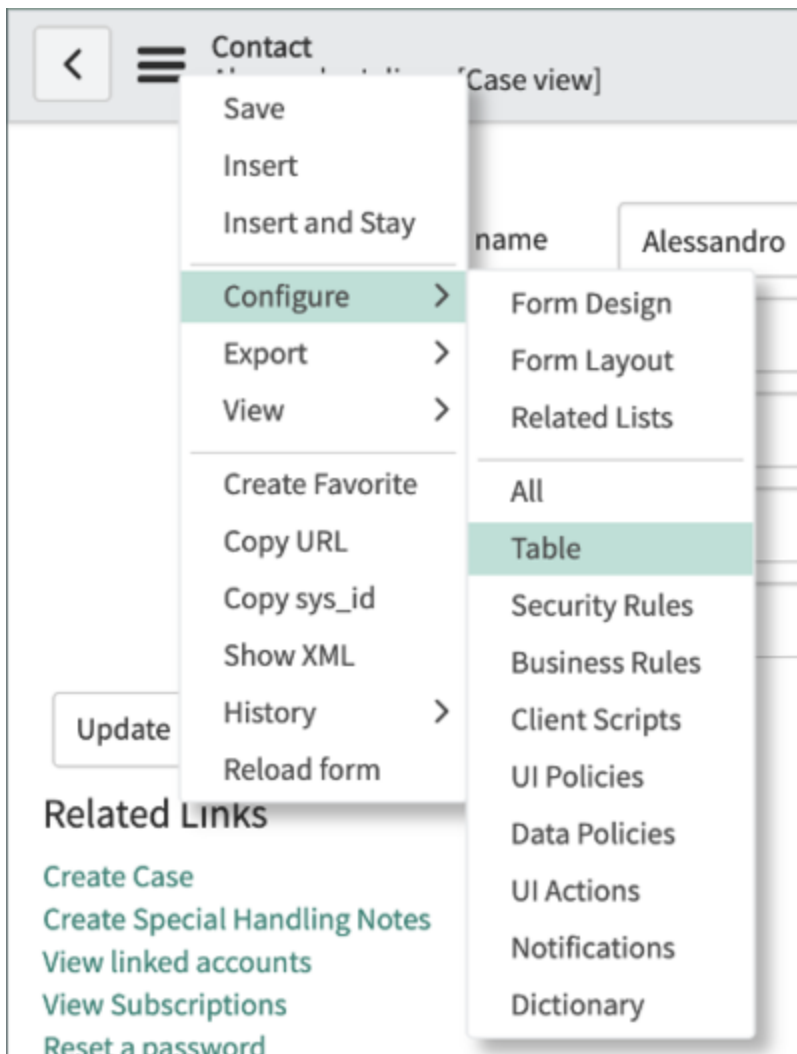
Customize the outbound-call scenario

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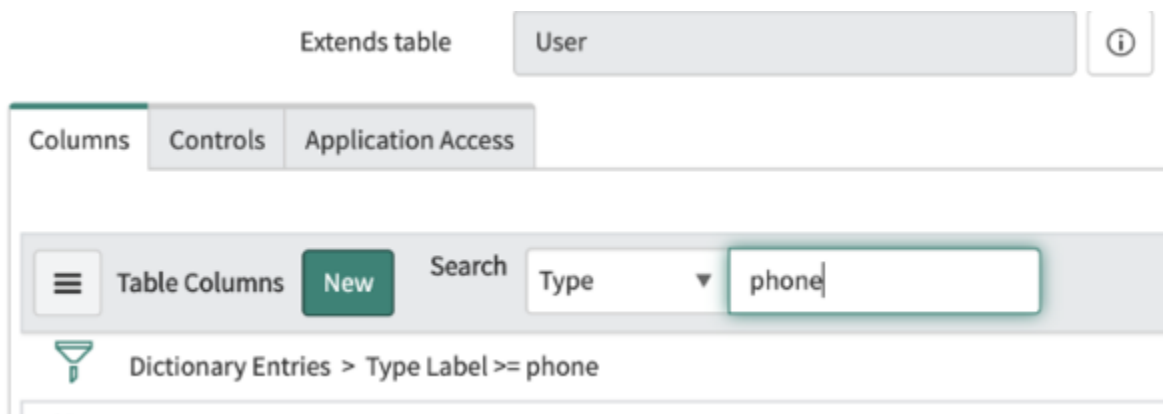
- **x_sofin_gplus_adap_clicktocall**.

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**.

	Mobile phone	Phone Number	(empty)
	Home phone	Phone Number	(empty)
	Business phone	Phone Number	(empty)

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

`field_decoration= x_sofin_gplus_adap_clicktocall`

> **Important**
>
> If the Attributes box is not visible, select **Advanced view** as shown below.

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.

> ### Important
>
> If you are not able to see che 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.