Gplus Adapter for ServiceNow Administrator's Guide

How to configure the Gplus Adapter

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Contents

Procedure to configure the Adapter with ServiceNow.

If you have already installed the Gplus Adapter , the following procedure explains how to import the Gplus Adapter in ServiceNow.

> ### Important
>
> Before proceeding with the following steps, make sure that the OpenFrame plugin is enabled in ServiceNow. If it is not, comply with the indications provided in How to install the Gplus Adapter.
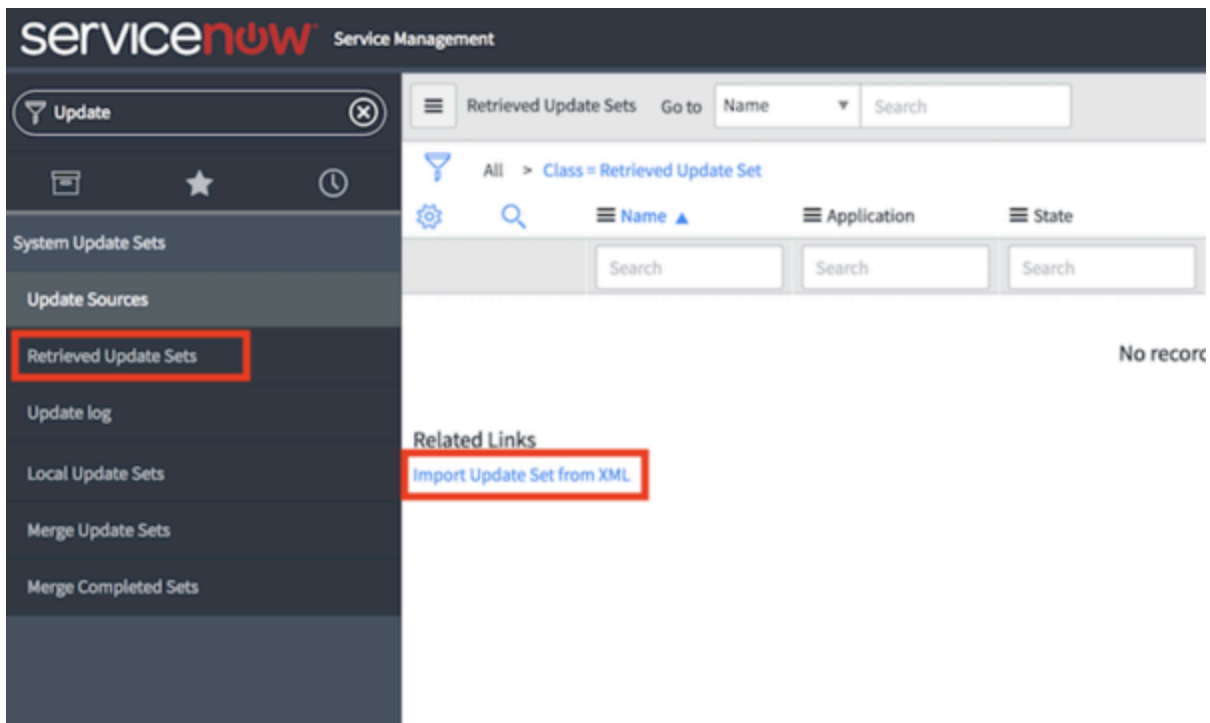
> ### Important
>
> The Adapter will not encounter any conflicts with preexisting customizations or specific configurations.

Deploy the Adapter System Update Set in ServiceNow

To install the System Update Set, follow this procedure:

- Elevate your user's roles as described in the procedure used to deploy the Adapter Web Resources in ServiceNow.
- Search for **Update Sets** and go to **Retrieved Update Sets**.
- Click **Import Update Set from XML**.

- Choose and upload the XML file provided (**Gplus_Adapter_ServiceNow_**VERSION>**.xml**).
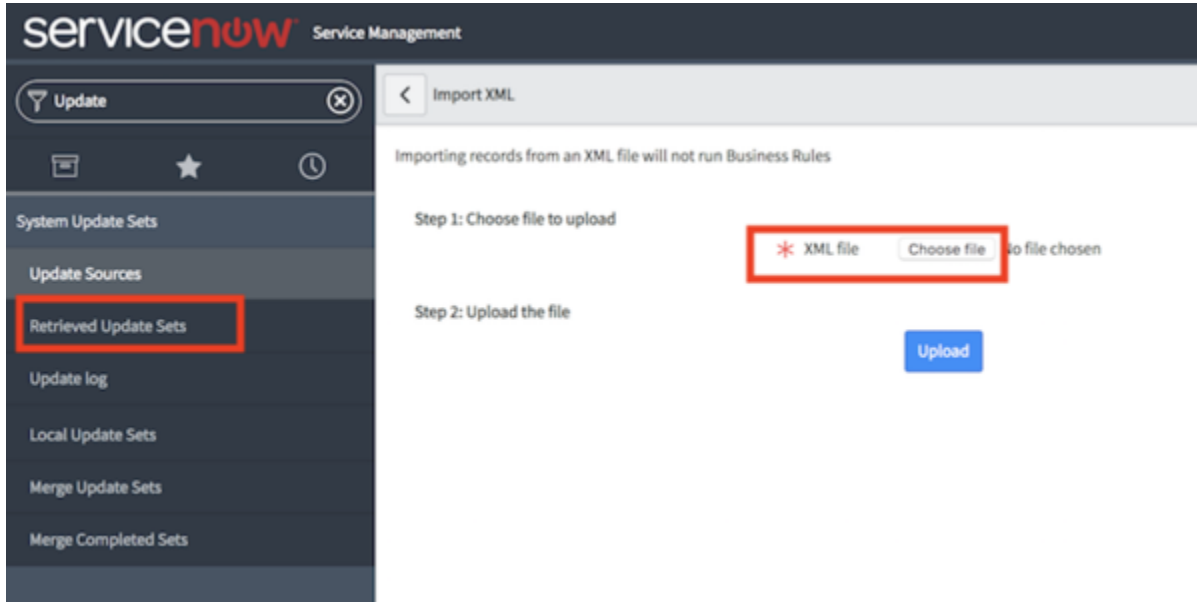
- Once it is uploaded, open it and click **Preview Update Set** in the upper right to deploy the environment changes.

> **Important**
>
> In the case of conflicts, you can perform several actions such as skipping, deleting or accepting them.

- Click **Commit Update Set**.

You have imported the solution into ServiceNow. Check it searching for the **Studio** section and clicking it. It will open in a new tab and display the **Gplus-Adapter-ServiceNow** under the available applications.

Configure the OpenFrame page in ServiceNow

Before proceeding and checking the instance, you need to fully enable the solution by creating the configuration that will load it for any desired user.

- Search for **OpenFrame** in the search area and choose **Configurations**.

> **Important**
>
> If the OpenFrame menu is not visible, it means the **Customer Service plugin** is missing. Before proceeding with the following steps, make sure that the **OpenFrame plugin** is enabled in ServiceNow. If it is not, comply with the indications provided in How to install the Gplus Adapter.

- Click **New** and fill all required fields.

> **Important**
>
> If you are using the **Agent Workspace**, remember to check the **Show presence indicator** box.

> **Important**
>
> User Groups are a useful feature, enabling you to associate the Adapter only to specific agents or agent groups. If you do not need this, you can just leave the default settings.

- Fill in the following URL in the dedicated field: **x_inics_gplus_adap_gpluspage.do**

- Provide the following parameters in the configuration tab:

```
{"instance": "https://", "branding": "genesys_logo.png", "language": "en-US", "screenpopnew":
false, "defaultEntity": "incident", "defaultContact": "sys_user" , "customContactField": "",
"customContactValue": ""}
```

> ## Important
> When filling out these parameters, you have to replace with your own.

Key	Value	Description
instance	default: none	The full Genesys Engage Cloud GWS toolkit url including full path to api.js. AWS: https:///ui/wwe/api.js Azure: https:///api.js
screenpopnew	default: false	Search for associated Cases or Incidents for every new interaction: • One Case/Incident found: entity is opened • Multiple Cases/Incidents found: list is displayed • No Cases/Incidents found: new Case/Incident is created

Key	Value	Description
defaultEntity	default: incident possible values: • incident • sn_customerservice_case • interaction	• incident: default entity is Incident • sn_customerservice_case: default entity is Case • interaction: default entity is interaction
defaultContact	default: sys_user possible values: • sys_user • customer_contact	• sys_user: search for Contacts in sys_user table (typically applies to Incidents) • customer_contact: search for Contacts in customer_contact table (typically applies to Cases)
customContactField	default: none	This parameter enable the customer search based on specific contact table fields. It can be a custom parameter or a standard parameter. The value must match the contact table column name (technical name used for identification) for example the **employee_number**
customContactValue	default: none	This parameter take effect when the previous customContactField is configured. It must contain the Genesys attached data key name that stores the information to perform the custom search. for example **EMP_NUMBER** must contain the employee number collected by the IVR before routing the interaction to the Agent using the Gplus.

To save the configuration, **right-click the upper bar** and select **Save** from the drop-down menu.

Now **refresh** the page: if a telephone icon appears in the upper right, you are all set. Click it for the OpenFrame area to appear.

While the system administrator has all required permissions, users do not. Therefore, you have to assign the OpenFrame user role (**sn_openframe_user**) to any user or group that will work with the Gplus Adapter for ServiceNow.

• Click the Role module in the User Administration application menu.

• Select New to create a new role.

- Fill the Name field with sn_openframe_user and optionally enter a description.

- Click Submit and the role is created.

- Choose the Contains Role tab and then Edit.

- Assign it to the desired agent or group of agents and click Save.

This will grant the selected users or groups to work with the Adapter.

> ### Important
> If a user is not assigned the **"sn_openframe_user"** role, they will not be able to work with the Gplus Adapter for ServiceNow.

Configure the Gplus Adapter CSS images

The following procedure helps you configuring the CSS images for the Gplus Adapter:

- Open the **ServiceNow Studio**.

- Select the **Gplus-Adapter-ServiceNow** application.

- Pick **iwstoolbar.css** in the left-hand panel and click **Manage Attachment** in the upper right.
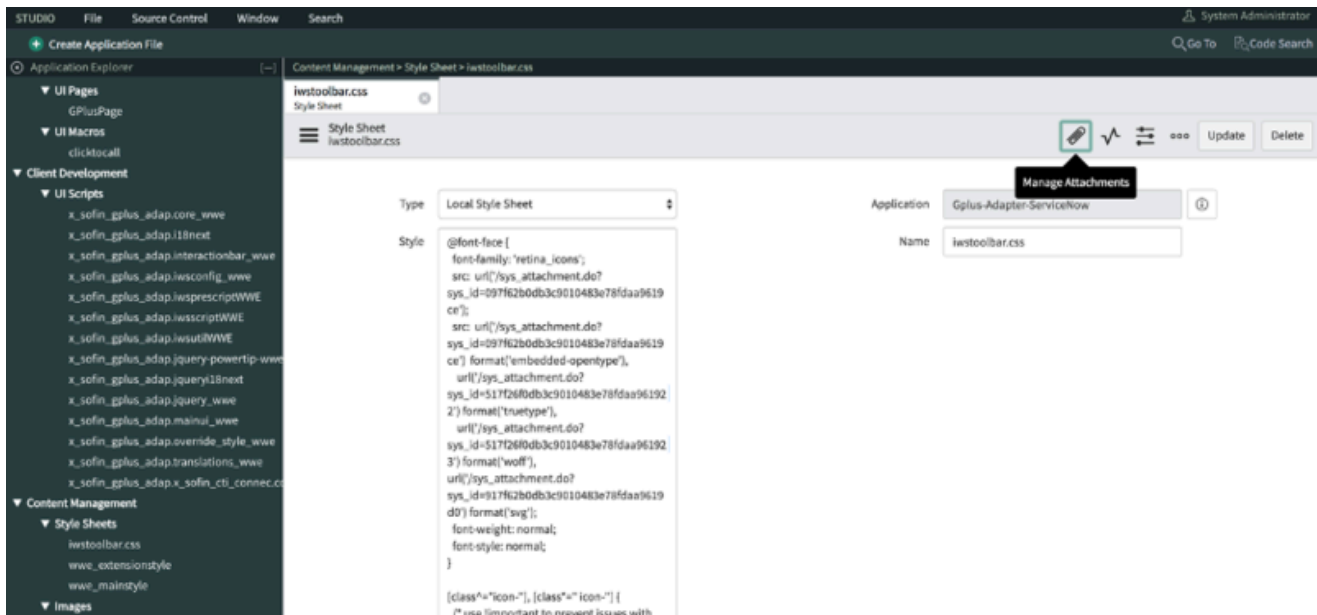

- Choose all files in the **Attachments** folder provided with the installation package as shown in the image below, then close the pop-up window.
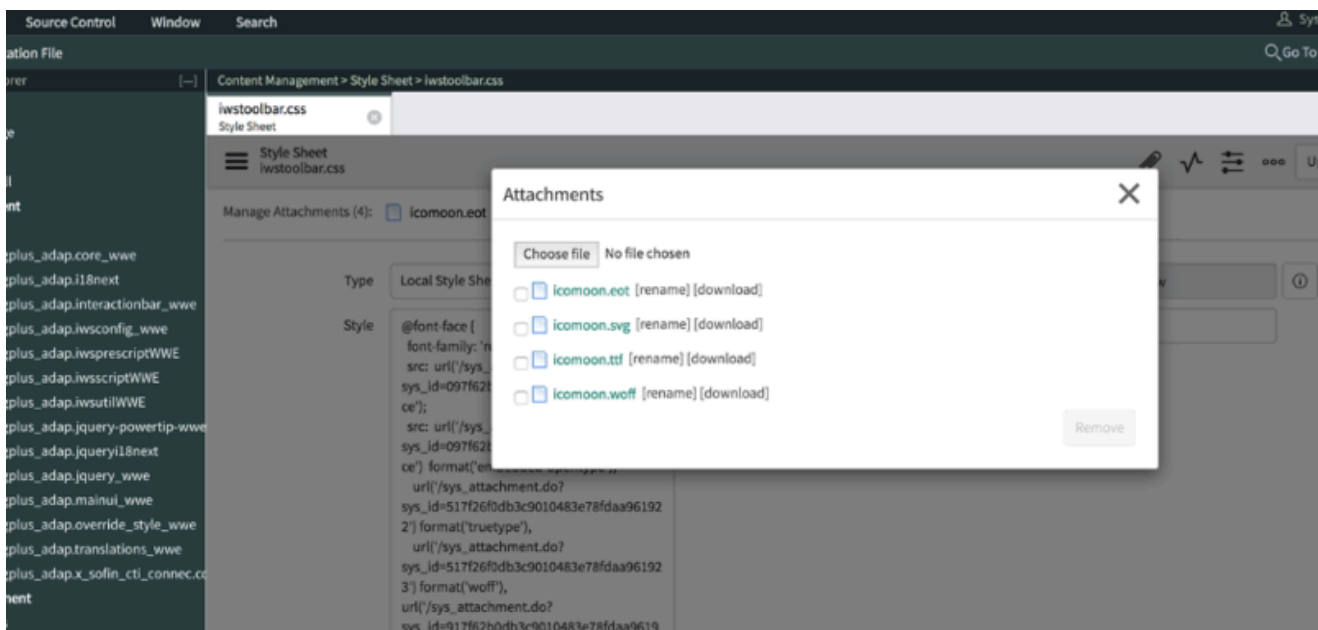
- In the URL field, provide the ServiceNow instance adding **"/x_inics_gplus_adap_css_generator.do"** in its end (https://.service-now.com/x_inics_adap_css_generator.do) to retrieve the CSS code snippet.
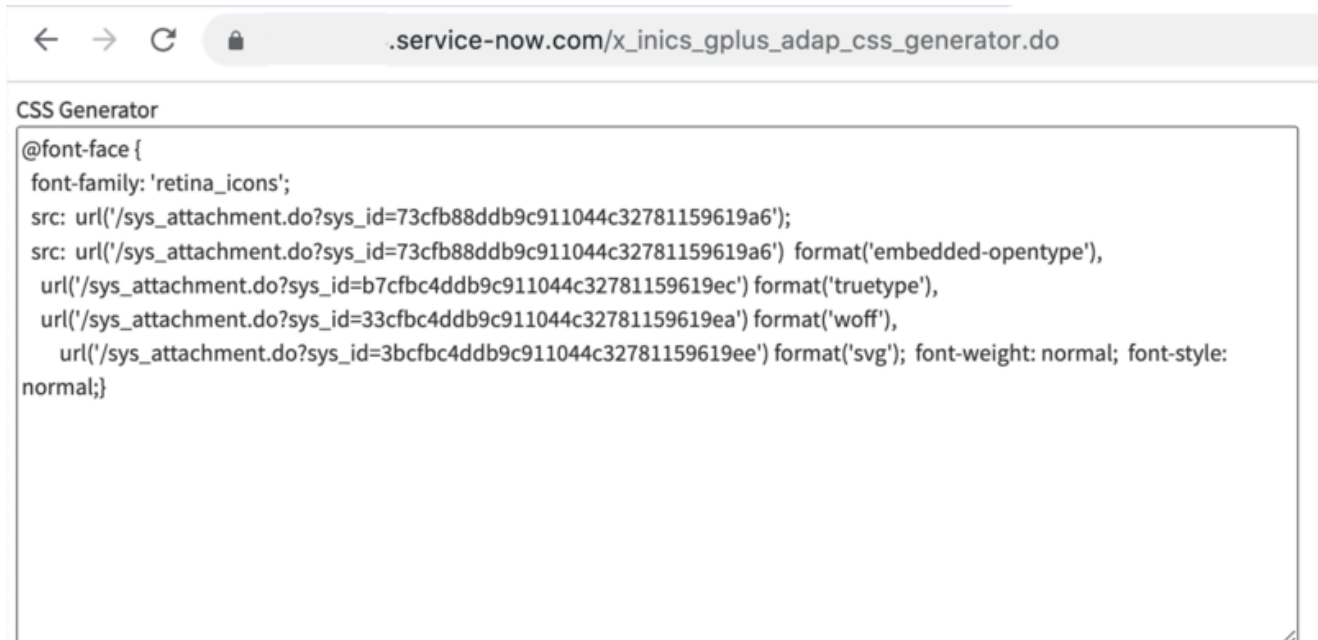
- In the ServiceNow Studio, replace the code into the **iwstoolbar.css** style under the **/* replace area start */** tag.
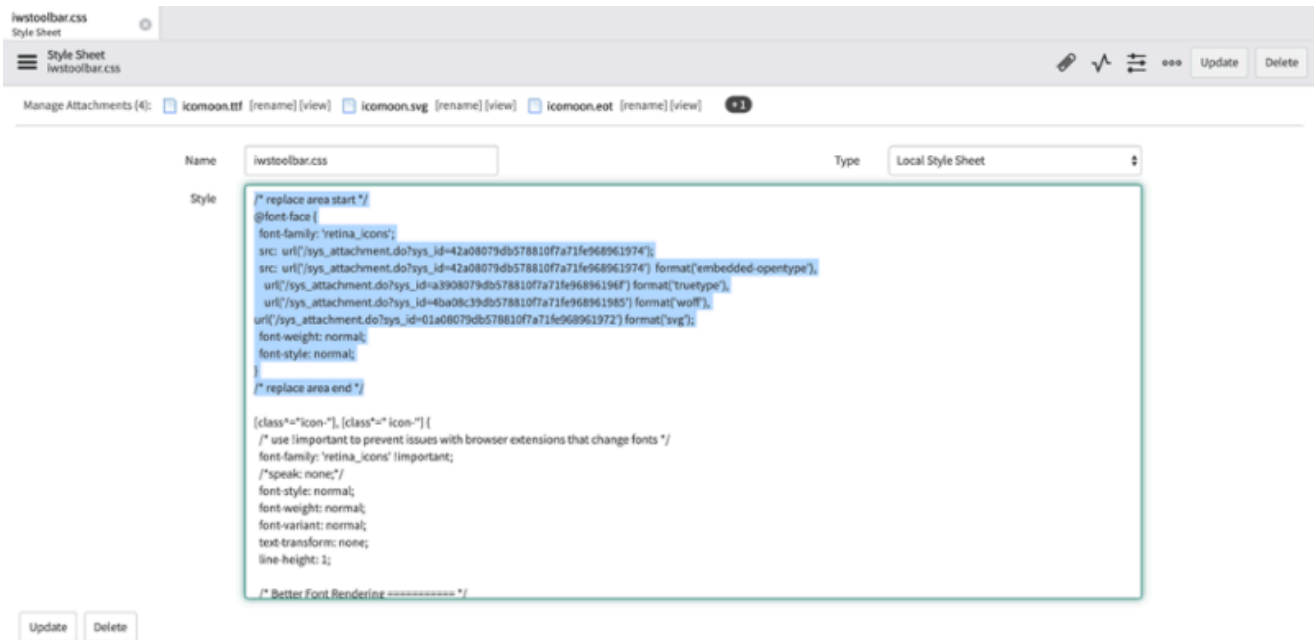
- Click Update to save the configuration.