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Gplus Adapter for ServiceNow Administrator's Guide

How to configure and customize screen pops

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This section explains how to configure and customize screen pops.

The out-of-the-box use cases are deployed with the XML file configuration as described in [How to install the Gplus Adapter](#). However, if they do not fulfill your requirements, you can customize them.

Customizations are based on three JavaScript files, which implement the out-of-the-box scenario for different fields. Over here are the first two:

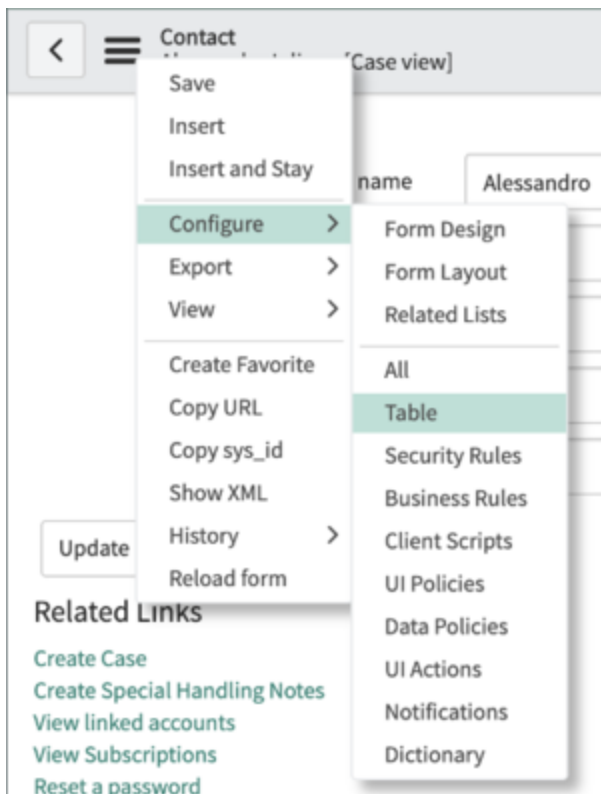
1. **x_sofin_gplus_adap.iwsscriptWWE**: Computer Telephony Integration (CTI) events that can be captured by the connector
2. **x_sofin_gplus_adap.iwsutilWWE**: implementation of the events mentioned in the previous point.

Customize the click-to-call feature

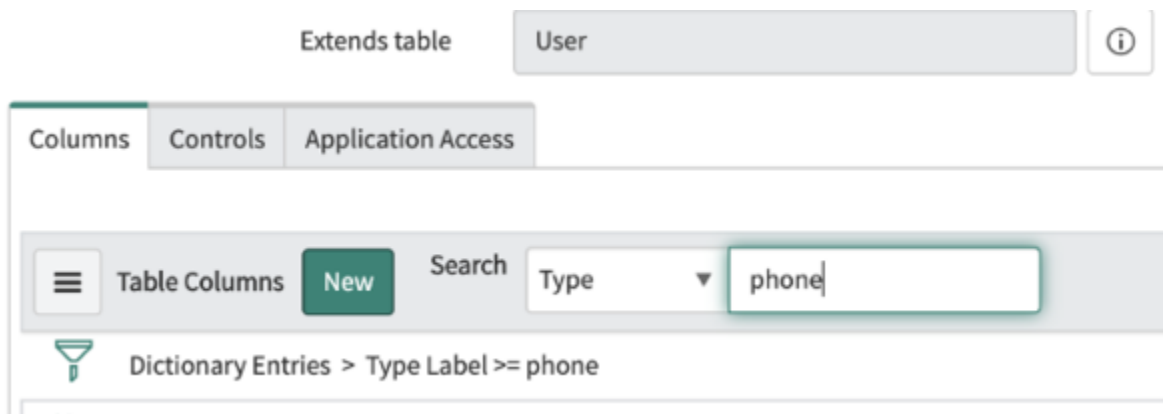
To customize the outbound-call scenario, an additional file must be handled. This procedure describes how to configure the connector click-to-call feature inside ServiceNow:

To configure the click-to-call feature, follow these steps:

- Open the **Contact form** and then the **Contact menu**.
- Select **Configure** and click **Table**.



- Search the phone fields as shown in the image below.



- Select one field among the proposed ones.

	<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

Configuration

[\"instance\": \"<GPLUS_URL-PORT>\", \"branding\": \"genesys_logo.png\", \"language\": \"en-US\"]

Update Delete

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

The following procedure describes how to configure the Gplus click-to-call feature inside ServiceNow for the lookup/reference field.

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**
 - This macro requires the OpenFrame plugin activation.
 - You can 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 the user's contact number.
- **show_phone_customer_service**

- This macro requires Customer Service Management and OpenFrame plugins activation.
- You can configure the 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 the user's contact number.

It is possible to enable one of these macros on reference fields (such as **Caller** in an **Incident**, or **Contact** in a **Case**). These macros 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 shows a ServiceNow incident form for Incident INC0010107. The form is divided into two main sections: a left sidebar for form fields and a right sidebar for status and priority. The left sidebar contains fields for Number (INC0010107), * Caller (+3458013235), Category (Inquiry / Help), Subcategory (-- None --), Service, and Configuration item. The right sidebar contains fields for Contact type (Phone), State (In Progress), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, and Assigned to. A red box highlights a phone icon next to the Caller field. Below the form fields, there is a 'Short description' field with the text 'Call Outbound from - ConnectionId: 006C02F25F3F0024'. At the bottom, there is a 'Related Search Results' button and a 'Skills' section with a lock icon. The bottom of the form has tabs for 'Notes', 'Related Records', and 'Resolution Information', and a 'Work notes' section with a 'Work notes list' button.

After clicking the **phone icon**, the available telephone list about the Contact will be displayed.

However, to allow one of these macros to work with Gplus Adapter (that means starting a call in the Adapter), you will need to edit them.

Here you can find the procedure to enable the proper behavior:

- Search and open the **show_phone** macro.
- Search 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);

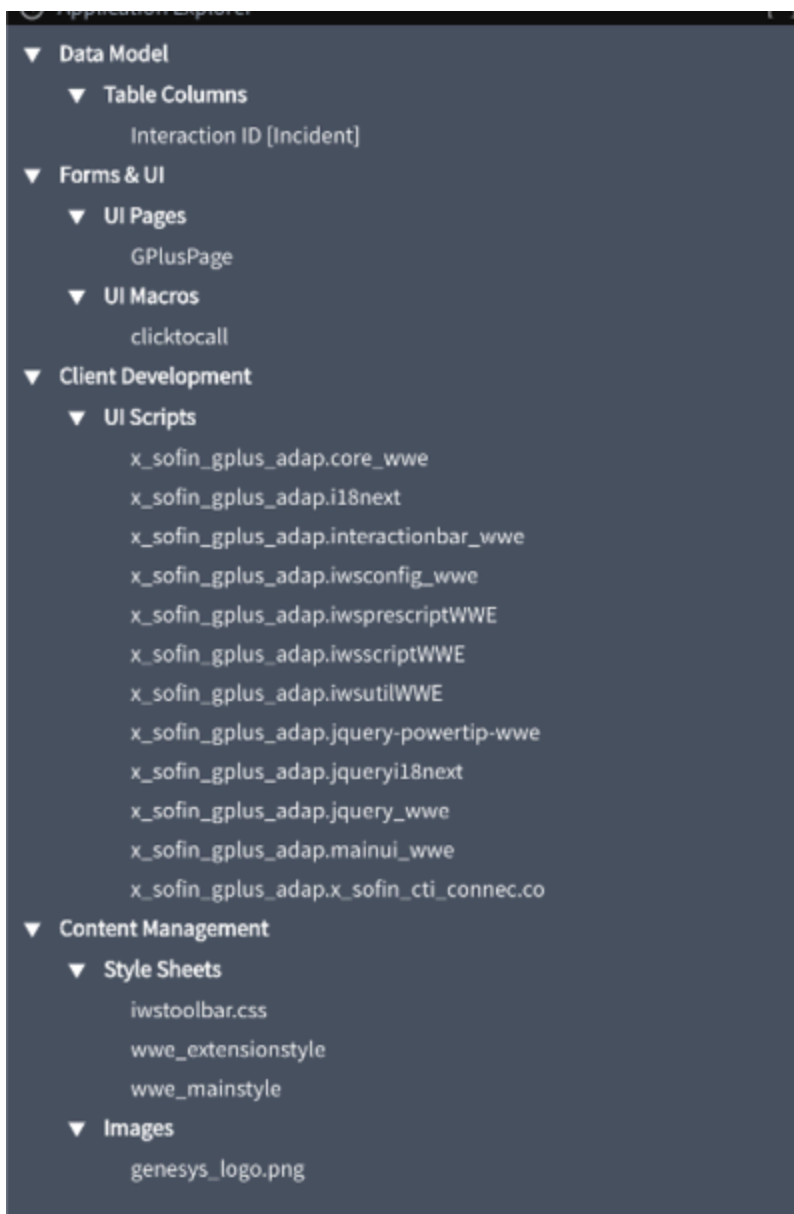
```

- Click **Save**.
- In the end to enable the antecedent, associate the macro to **ref_contributions**: open the **Incident** table, search **Caller**, put **ref_contributions=show_phone** or **ref_contributions=show_phone_customer_service** in the **Attribute** field.

Create new screen pop scenarios

To create new **screen pop scenarios**, you have to modify the above-mentioned files by using the procedure given below:

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



- Select **x_sofin_gplus_adap.iwsscriptWWE** or **x_sofin_gplus_adap.iwsutilWWE** and modify the code as required.
- Click **Save** to finalize the procedure.

Relevant links

- [How to install the Gplus Adapter](#)
- [How to configure the Gplus Adapter](#)