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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:

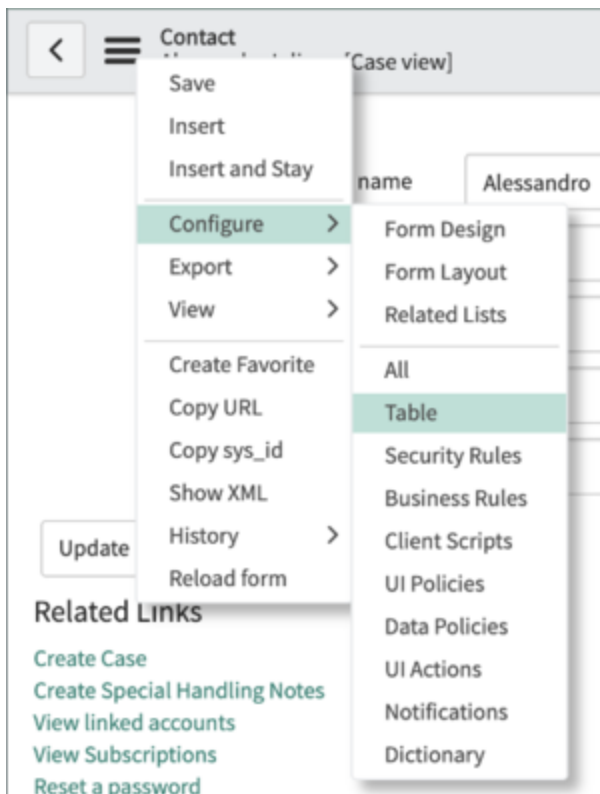
1. **x_sofin_gplus_adap.iwsscriptWWE**: Computer Telephony Integration (CTI) events that can be captured by the connector
2. **x_sofin_gplus_adap.iwsutilWWE**: implementation of the events mentioned in the previous point.

Customize the click-to-call feature

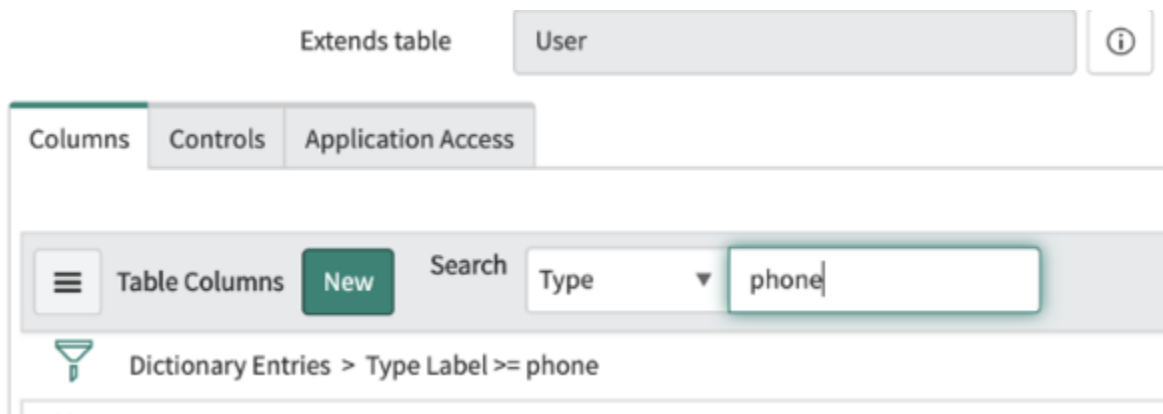
To customize the outbound-call scenario, an additional file must be handled. This procedure describes how to configure the connector click-to-call feature inside ServiceNow:

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: 'Incident' on the left and 'Contact' on the right. The 'Incident' section includes fields for Number (INC0010107), Caller (+3458013235), Category (Inquiry / Help), Subcategory (-- None --), Service, and Configuration item. The 'Contact' section includes fields for Contact type (Phone), State (In Progress), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, and Assigned to. A 'Short description' field at the bottom contains the text 'Call Outbound from - ConnectionId: 006C02F25F3F0024'. A 'Related Search Results' button is located below the short description. At the bottom of the form, there are tabs for 'Notes', 'Related Records', and 'Resolution Information'. The 'Notes' tab is active, showing a 'Watch list' and a 'Work notes list'. A 'Skills' icon is also visible above the 'Notes' tab.

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);

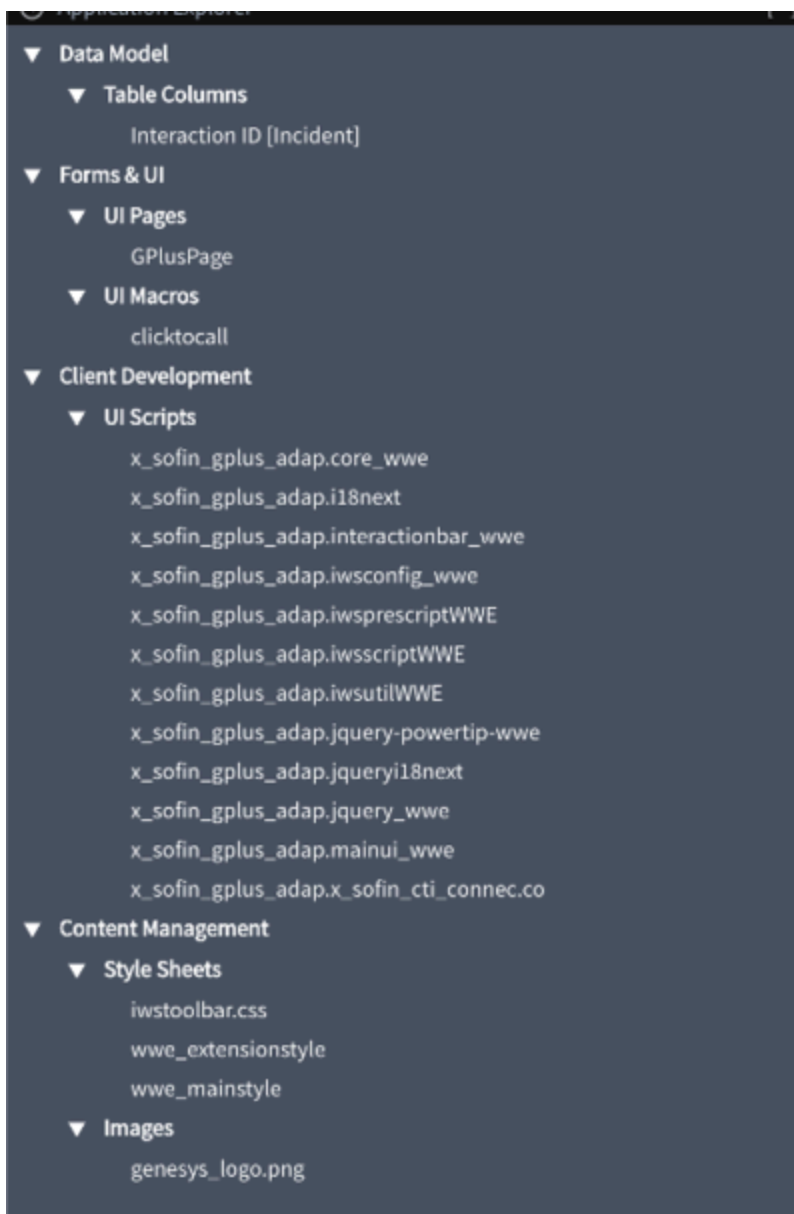
```

- 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](#)