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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.

Extends table		User	(i)			
Columns	Controls	Application Access	5			
≡ Tab	ole Columns	New Search	Туре 🔻	phone		
Dictionary Entries > Type Label >= phone						
**	-					

• Select one field among the proposed ones.

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

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

field decoration=	Х	sofin	gplus	adap	clicktocall
		_			

Configuration {"instance": "«Gi Update Delete	YLUS_URL:PORT>", "branding": "genesys_logo.png", "language": "en-US"}	- +
Important If the Attributes box is	not visible, select Advanced view as shown below.	
Choice List Specification	efault Value	
Displays a list of suggested we choice	alues in a Choice list. In the Advanced view yo	
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.

< = Incident INC0010107			@ √ ;	••••	Follow	•	Update	Resolve	Show Interacti
Number	INC0010107				Cont	act type	Phone		
* Caller	+3458013235	٩	~	>		State	In Prog	ress	
Category	Inquiry / Help	\$				Impact	3 - Low		
Subcategory	None	\$				Urgency	3 - Low		
Service		Q				Priority	5 - Plan	ning	
Configuration item		Q			Assignmen	nt group			
					Assi	gned to			
* Short description	Call Outbound from - Conn	ectionId: 006C02F25	F3F0024						
Skills	۵		Relat	ed Search Re	sults >				
Notes Related Records	Resolution Information								
Watch list	82				Work n	otes list		2	
Work notes	Work notes								

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');
                    qa.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.

- Data Model Table Columns Interaction ID [Incident] Forms & UI UI Pages GPlusPage UI Macros clicktocall Client Development UI Scripts x_sofin_gplus_adap.core_wwe x_sofin_gplus_adap.i18next x_sofin_gplus_adap.interactionbar_wwe x_sofin_gplus_adap.iwsconfig_wwe x_sofin_gplus_adap.iwsprescriptWWE x_sofin_gplus_adap.iwsscriptWWE x_sofin_gplus_adap.iwsutilWWE x_sofin_gplus_adap.jquery-powertip-wwe x_sofin_gplus_adap.jqueryi18next x_sofin_gplus_adap.jquery_wwe x_sofin_gplus_adap.mainui_wwe x_sofin_gplus_adap.x_sofin_cti_connec.co Content Management Style Sheets iwstoolbar.css wwe_extensionstyle wwe_mainstyle Images genesys_logo.png
- 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