



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Gplus Adapter for ServiceNow Agent's Guide

How to handle a workitem

Contents

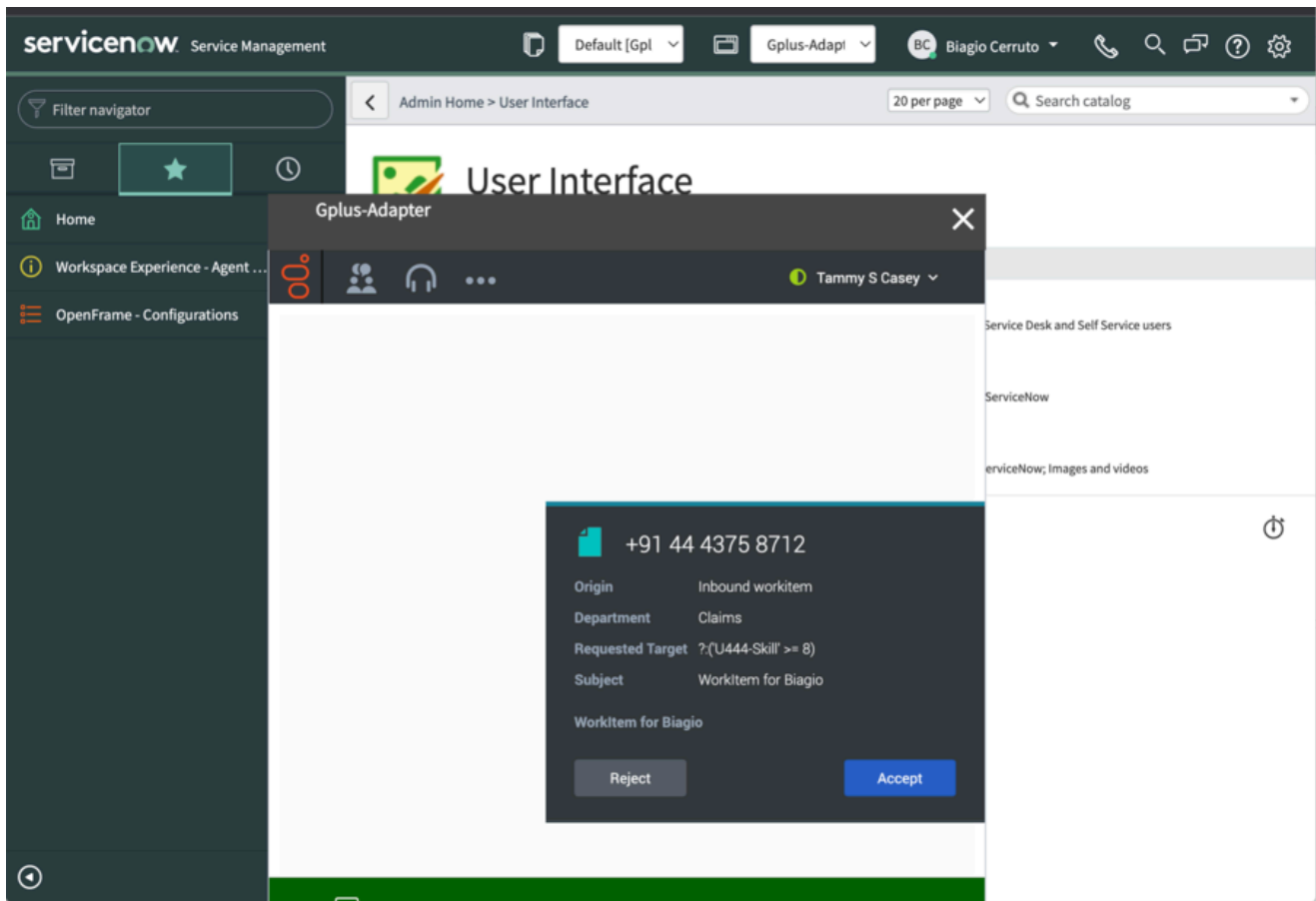
- [1 Inbound WorkItems from a known contact](#)
- [2 Relevant links](#)

Here is everything you require to know to handle incoming WorkItems interactions with the Gplus Adapter for ServiceNow.

Inbound WorkItems from a known contact

After you log in and make yourself available, you can receive inbound WorkItem from the queue. When the Gplus Adapter alerts you of an incoming WorkItem, you receive a toaster notification with the **information about the WorkItem interaction**. WorkItems can transport arbitrary information depending which type of entity they represents. In the below example the notification displays:

- the customer phone number
- the Department
- the type of WorkItem (inbound workitem)
- the WorkItem subject



To answer the WorkItem Interaction, click Accept. When you accept a WorkItem from an already known customer, you receive a ServiceNow screen pop of the record that matches the customer contact information. If you want to learn further on screen pops, see [Know more about supported features](#).

ServiceNow Service Management

Default [Gpl] Gplus-Adapt System Administrator

Interaction IMS0000207 [Workspace view]

Number: IMS0000207

Type: Messaging

State: Work in Progress

Short description: WorkItem Inbound from +914443758712

Work notes: Work notes

Activities: 1

System Administrator

Assigned to: System Administrator

Opened by: System Administrator

State: Work in Progress

Update Associate Record

Related Links

Add to Update Set

Related Tasks User's Interactions User's Tasks

Related Tasks Search Number Search

GPlusAdapter

16:30

Case Information

Origin: Inbound workitem

Department: Claims

Requested Target: ?[U444-Skill >= 8]

Subject: Workitem for Biagio

+91 44 4375 8712 Connected

Media Type: workitem

Interaction Type: Inbound

Interaction Subtype: InboundNew

Subject: Workitem for Biagio

Dispositions Note

Contact Responses Conversation

Information History

General

Title: Enter Title

First Name: Enter First Name

Last Name: Enter Last Name

Workshop PIN: Enter Workshop PIN

Phone Number: + Add

Primary: +91 44 4375 8712

Change contact Reset Save

WORKITEM FOR BIAGIO

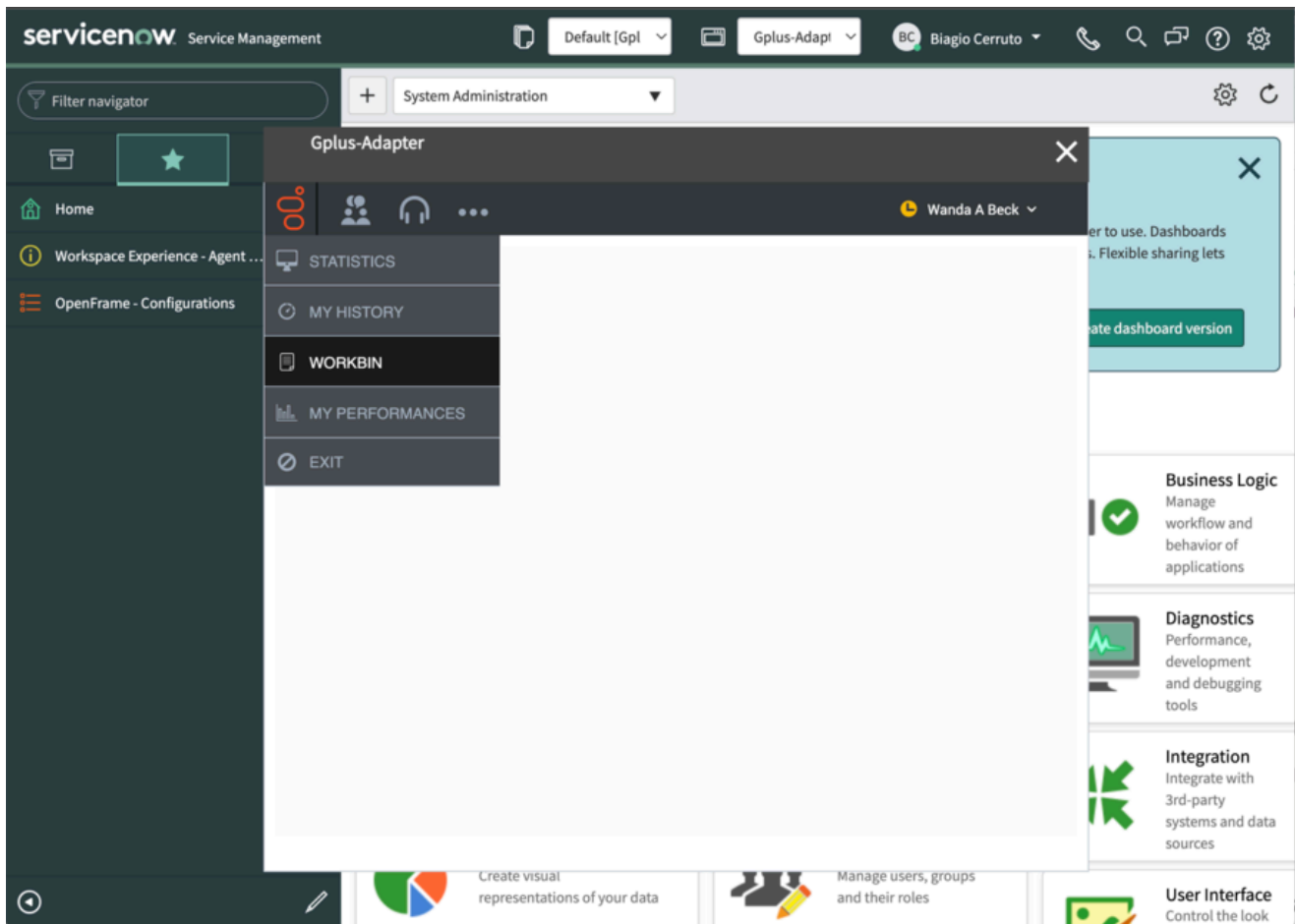
Below the WorkItem Interaction controls, the Adapter shows the **Case Information section**, where you can examine information about the WorkItem. Your administrator determines the access and content of the Case Information section. You can also set the **Dispositions** of the WorkItem Interaction.

The interaction remains active until you mark the WorkItem interaction done. Remember you can't sign out if there are any active Interaction. To learn more about logging out, see [Get started with Gplus Adapter](#).

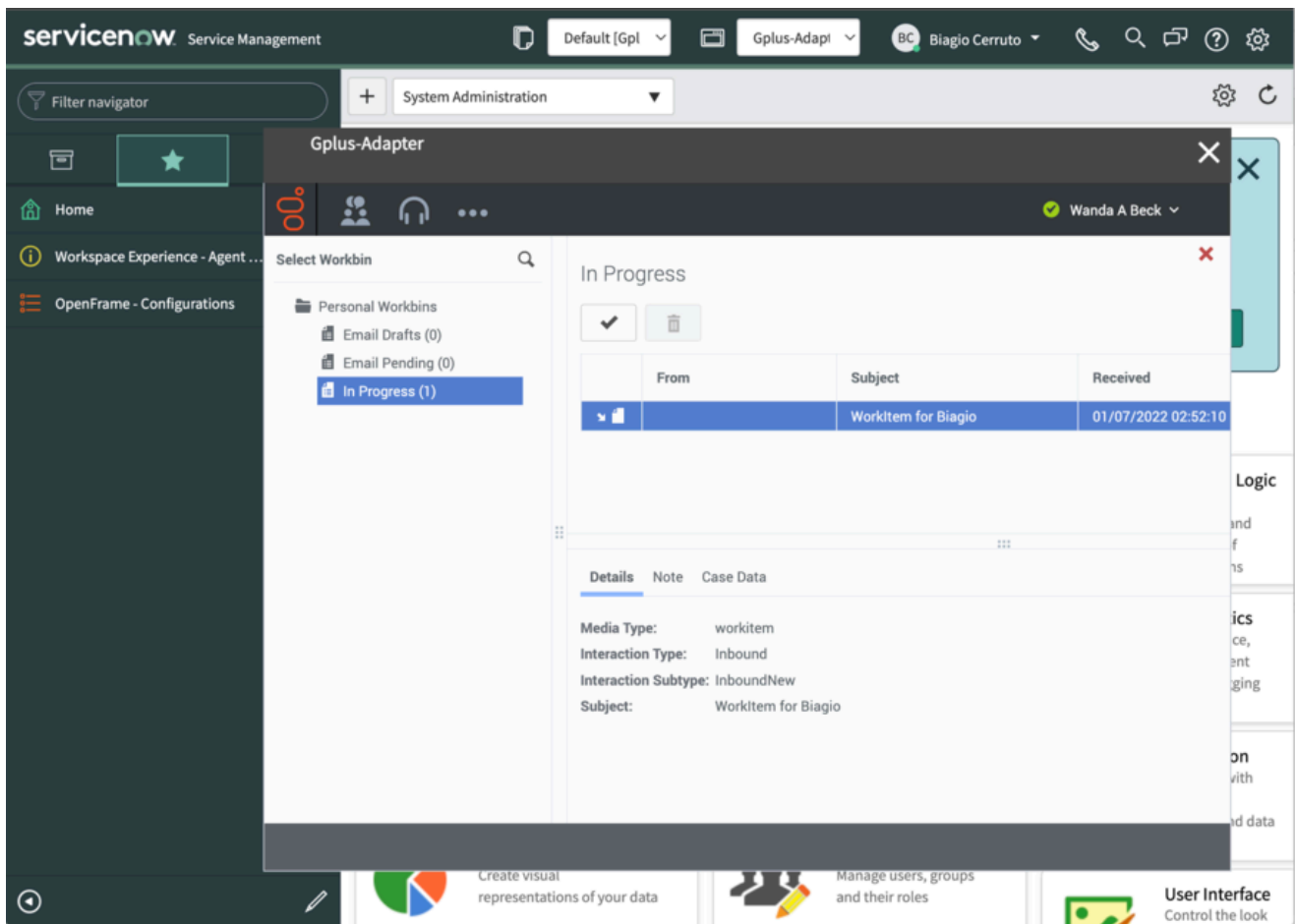
Workbins

A workbin is like a personal queue or storage area where you can store email and workitem interactions to be handled later.

Agents typically may access only their own workbins. You can access workbins from the GPlus menu



When you open the workbin you can see your WorkItems in progress



In the workbin view you can perform the following actions:

Icons	Description
	Open the workitem
	Mark done the workitem
	Delete the workitem

Relevant links

- [How to manage inbound calls](#)

-
- [Know more about supported features](#)