GENESYS

Gplus Adapter for ServiceNow Agent's Guide

How to make outbound calls

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Contents

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

Outbound calls to a known contact

As one would expect, you can equally make outgoing calls. However, you can exclusively make outbound calls to records already existing in ServiceNow. If you wish to call a brand-new contact, first you need to register it within the CRM.
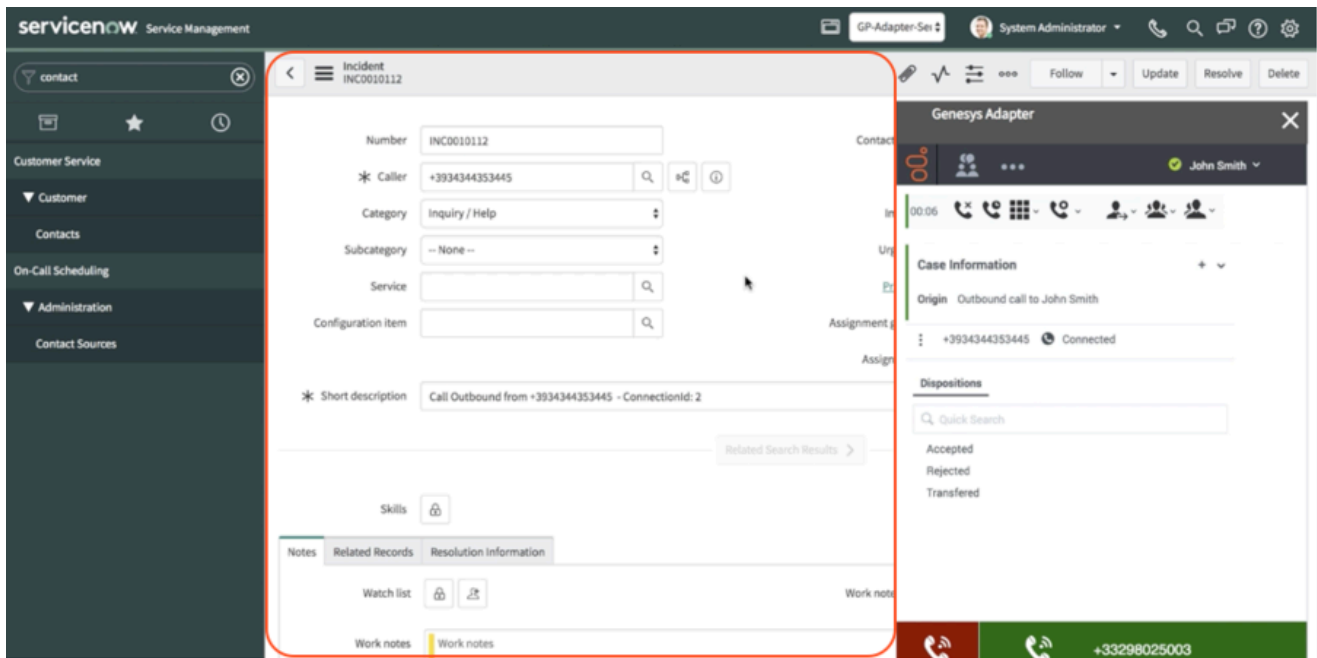
You can make outbound calls just clicking the **phone icon** next to the selected contact telephone number. For further information on the click-to-call feature, see Know more about supported features.

When the outbound call connects, you receive a Service Now **screen pop** with an outgoing Activity History of type Call.

If you want to learn more about screen pops, see Know more about supported features.

Relevant links

- How to manage inbound calls
- Know more about supported features