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Gplus Adapter for ServiceNow Agent's Guide

How to make outbound calls

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Contents

- [1 Outbound calls to a known contact](#)
- [2 Relevant links](#)

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.

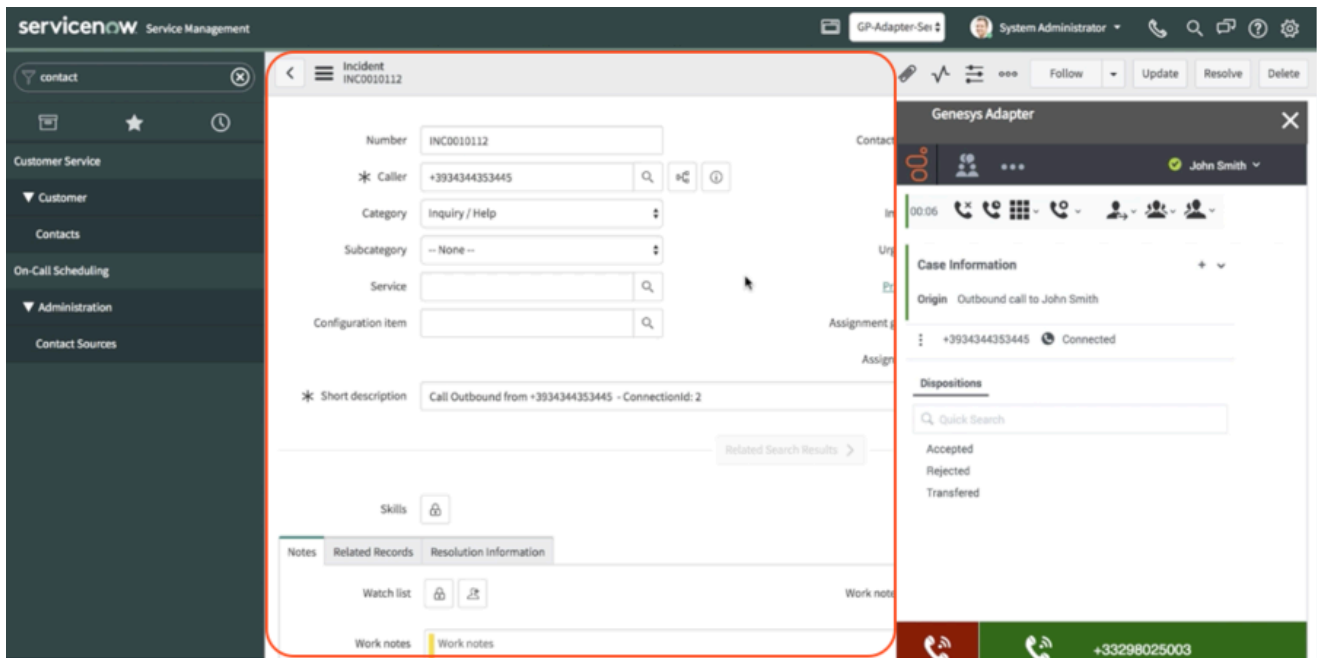
You can make outbound calls just clicking the **phone icon** next to the selected contact telephone number. For further information on the click-to-call feature, see [Know more about supported features](#).

The screenshot displays the ServiceNow interface for a contact record. The contact details include:

- First name: Alan
- Last name: Lugial
- Account: Softphone
- Title: CEO
- Language: -- None --
- Email: alan.lugial@softphone.it
- Business phone: +3934344353445 (highlighted with a red circle and a phone icon)
- Mobile phone: +3933388888888
- Time zone: System (America/Los_Angeles)
- Notification: Enable

The interface also shows a sidebar with navigation options and a bottom section with a table that currently has no records to display.

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](#)