

GENESYS[®]

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 manage inbound calls

8/5/2025

Contents

- 1 Inbound calls from a known contact
- 2 Inbound calls from an unknown contact
- 3 Relevant links

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

Inbound calls from a known contact

After you log in and make yourself available, you can receive inbound calls from the queue. When the Gplus Adapter alerts you of an incoming call, you receive a toast with **information about the call**. This information can include:

- the customer telephone number
- the number the customer dialed
- the type of call
- any additional data to identify the customer of the call.



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

					8	GP-Ada	poter-Sen 🗧 🅘 System Administrator 🔹 📞 🔍 다 ⑦ 🔅		
Filter navigator	< Incident INC0010111						P 🔨 🛱 000 Follow 👻 Update Resolve Delete		
🖻 ★ 🕓	Number IN	C0010111				Contact	Genesys Adapter X		
Self-Service	sk Caller +3	2298025555	80255555 Q		0		O John Smith Y		
Homepage	free control of the				×		0015 8× 80 00 0 0 0 0 0 0 0		
Business Applications	Category	Contact							
Dashboards	Subcategory M	10					Case Information + ~		
Service Catalog	Service	User ID			* Email	franc	Origin Inbound call to +332980255555		
Voculados	Configuration item	First name	FRANCESCO		Language		Priority 8		
na se a composition de la comp		★ Last name	FALANGA		Notification	Enab	Call Type Inbound		
Help the Help Desk	* Short description Ca	LI Title	0		Calendar	Outic	Beginnenk COND		
Visual Task Boards		Department			integration		: +332980255555 🕲 Connected		
Connect Chat		Department	Time zo		Time zone	e	Dispositions		
Incidents		Password			Date format		Q. Quick Search		
Watched Incidents	Skolls (d)	Password needs reset			Business phone	+332	Accepted		
My Requests	Notes Related Records Re	so Locked out			Mobile phone	+345	Rejected Transfered		
Requested Items	Watch list	Active	~		Photo				
Historical Researched Houses		Web service access							
Watched Requested Items	Work notes V	Vo only					+332980255555		

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

Click the **phone icon** at the bottom of the Adapter to discover more information about the call: the call type and direction, the state of the call (e.g. hold or release), and the telephone number.

Incidents Watched Incidents	Skills			Q. Quick Searc	h callType: Inbound direction: IN
My Requests	Notes Related Records	Resolution Information		Rejected Transfered	state: Established phoneNumber: +33298025003
Requested Items	Watch list	8	Work note		
Watched Requested Items	Work notes	Work notes		್ಷಿ	+332980255555

On top of that, an **Activity History of type Call** containing all information about the interaction is automatically created. The interaction remains active until you mark the call done. Remember you can't sign out if there are any active calls. To learn more about logging out, see Get started with Gplus Adapter.

Inbound calls from an unknown contact

The procedure is almost similar to the previous case but with a few differences.

When the Gplus Adapter alerts you of an incoming call, you receive a toast with **information about the interaction**. This information is configured by your system administrator.



After clicking **Accept**, you receive a ServiceNow screen pop with an incoming Activity History of type Call. If you want to learn more on screen pops and Activity Histories, check Know more about supported features.

The interaction remains active until you mark the call done. Remember you can't sign out if there are any active calls. To learn more about logging out, see Get started with Gplus Adapter.

If you want to see how to handle outgoing interactions, proceed to How to make outbound calls.

Relevant links

- Get started with Gplus Adapter
- How to make outbound calls
- Know more about supported features