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Gplus Adapter for ServiceNow Agent's Guide

How to manage inbound calls

3/30/2023

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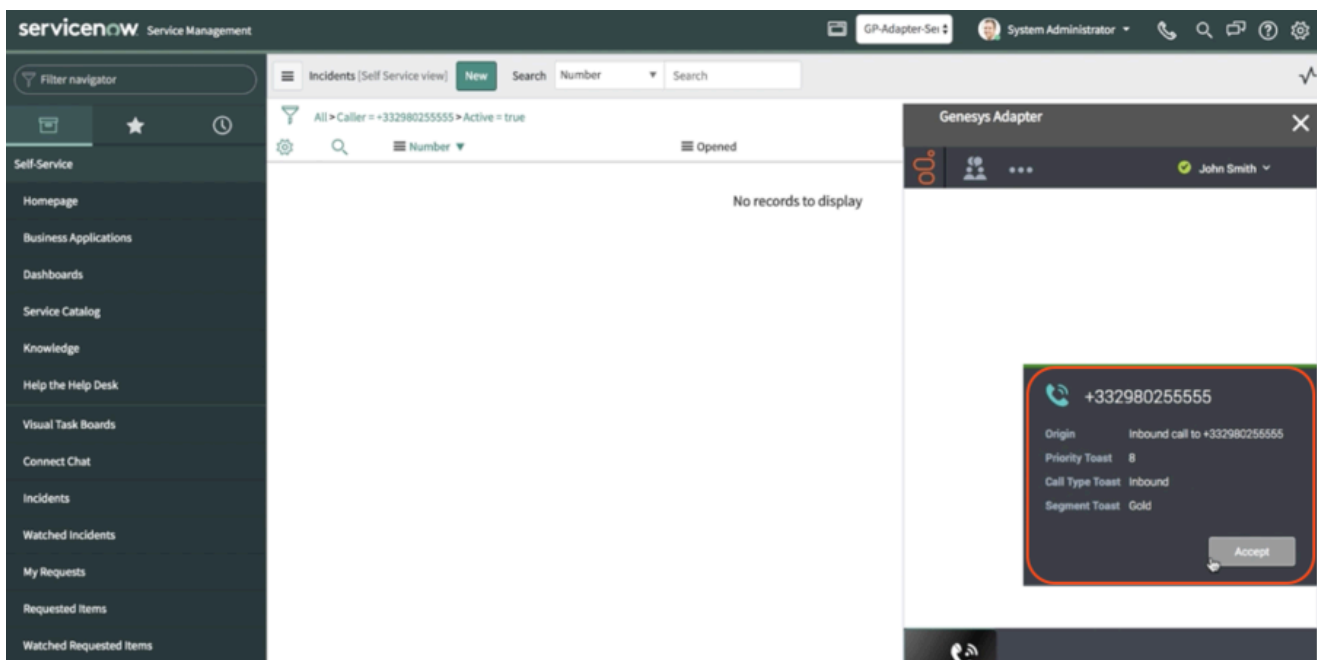
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Here is everything you require to know to handle incoming interactions with the Gplus Adapter for ServiceNow.

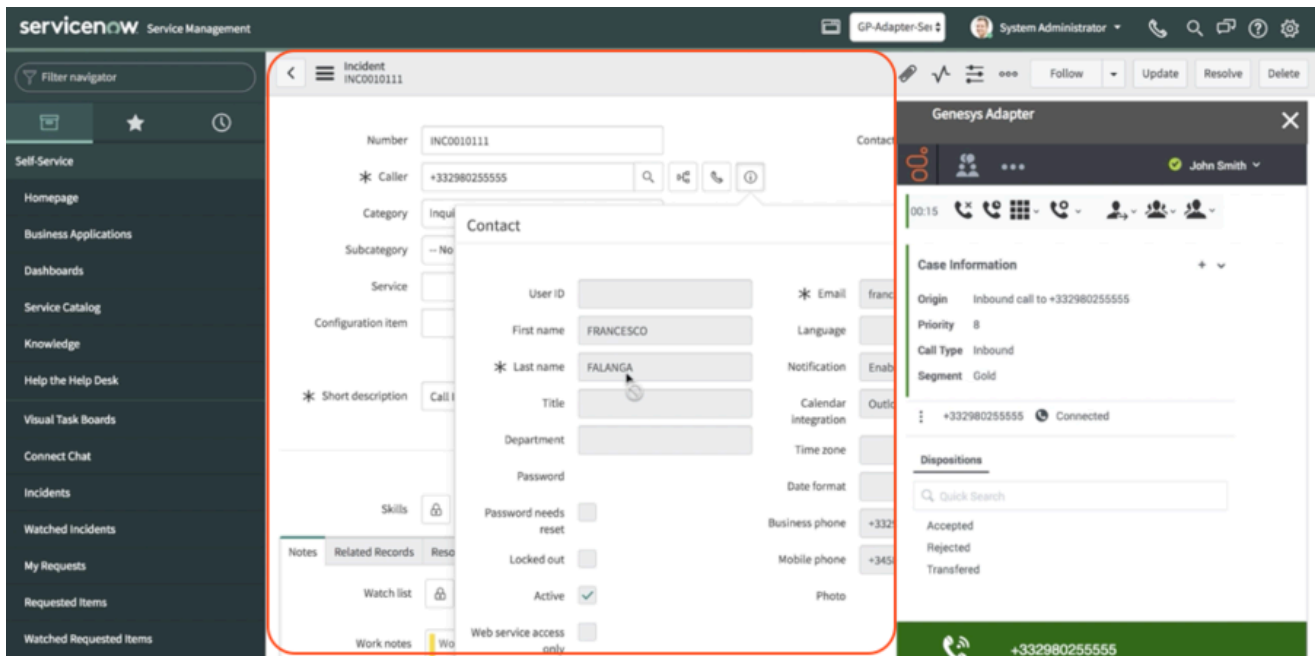
Inbound calls from a known contact

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.

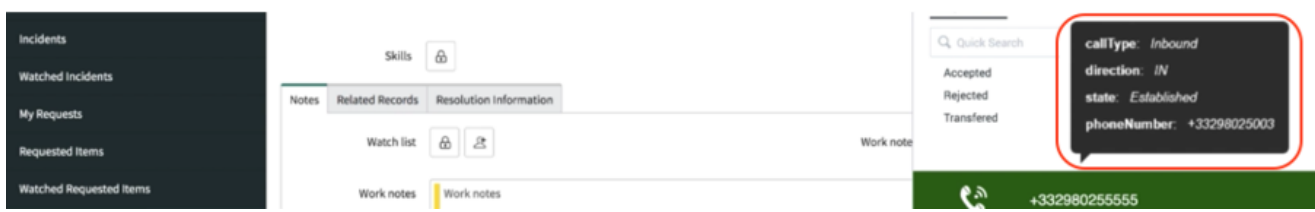


To answer the call, click Accept. When you accept a call from an already known customer, you receive a ServiceNow screen pop of the record that matches the contact information of the caller. If you want to learn further on screen pops, see [Know more about supported features](#).



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.

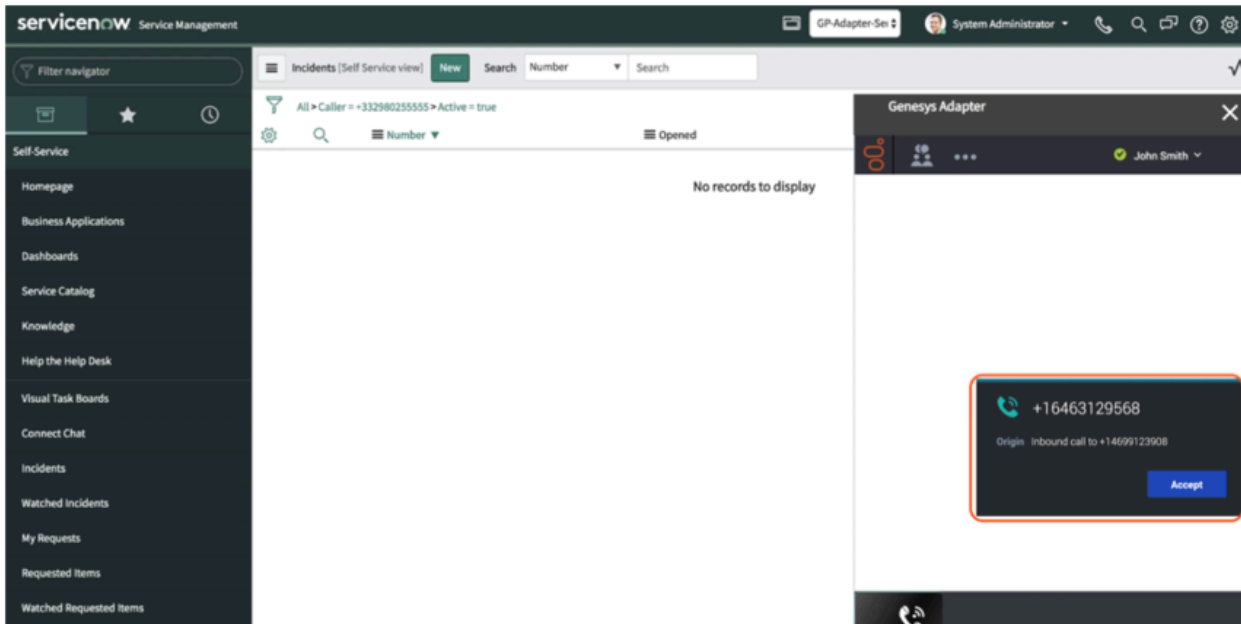


On top of that, an **Activity History of type Call** containing all information about the interaction is automatically created. The interaction remains active until you mark the call done. Remember you can't sign out if there are any active calls. To learn more about logging out, see Get started with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