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Gplus Adapter for ServiceNow Agent's Guide

How to handle screen pops in ServiceNow

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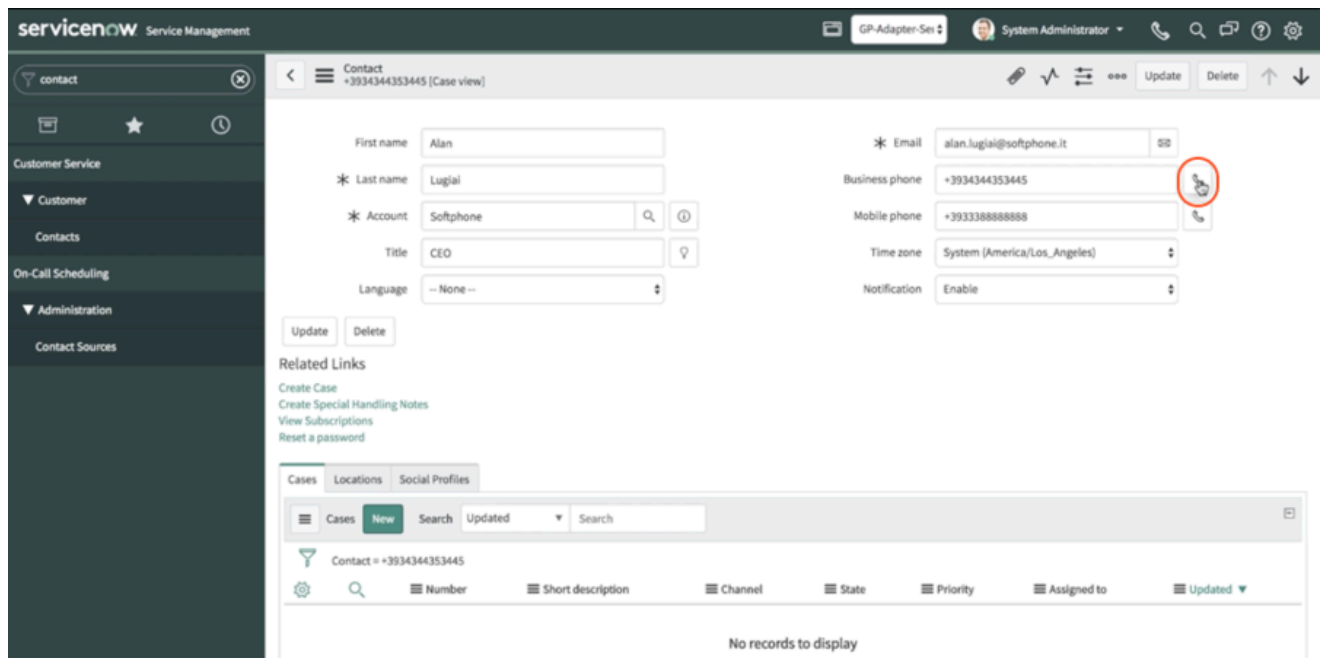
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Screen pops display a relevant record from ServiceNow when agents receive or make calls.

Outbound calls to a known contact

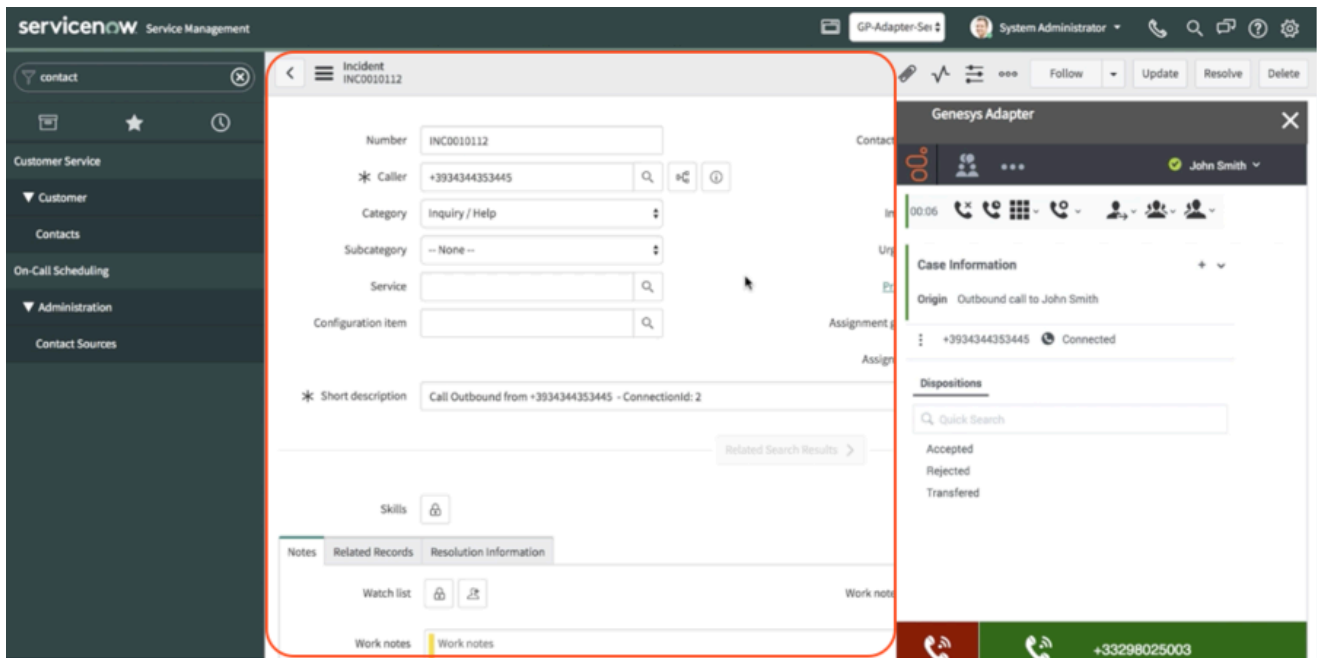
As one would expect, you can equally make outgoing calls. However, you can exclusively make outbound calls to records already existing in ServiceNow. If you wish to call a brand-new contact, first you need to register it within the CRM.

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 shows the ServiceNow 'Contact' record page for a contact named Alan Lugial. The page is titled 'Contact +3934344353445 [Case view]'. The left sidebar contains navigation links for 'Customer Service', 'Customer', 'Contacts', 'On-Call Scheduling', 'Administration', and 'Contact Sources'. The main content area displays the contact's details in a form. The 'First name' is 'Alan', 'Last name' is 'Lugial', 'Account' is 'Softphone', 'Title' is 'CEO', and 'Language' is '-- None --'. The 'Email' is 'alan.lugial@softphone.it'. The 'Business phone' is '+3934344353445', and the 'Mobile phone' is '+3933388888888'. The 'Time zone' is 'System (America/Los_Angeles)' and 'Notification' is 'Enable'. A red circle highlights the phone icon next to the mobile phone number. Below the form, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with links for 'Create Case', 'Create Special Handling Notes', 'View Subscriptions', and 'Reset a password'. At the bottom, there is a 'Cases' section with a table showing 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](#)