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Gplus Adapter for ServiceNow Agent's Guide

How to handle screen pops in ServiceNow

11/9/2025

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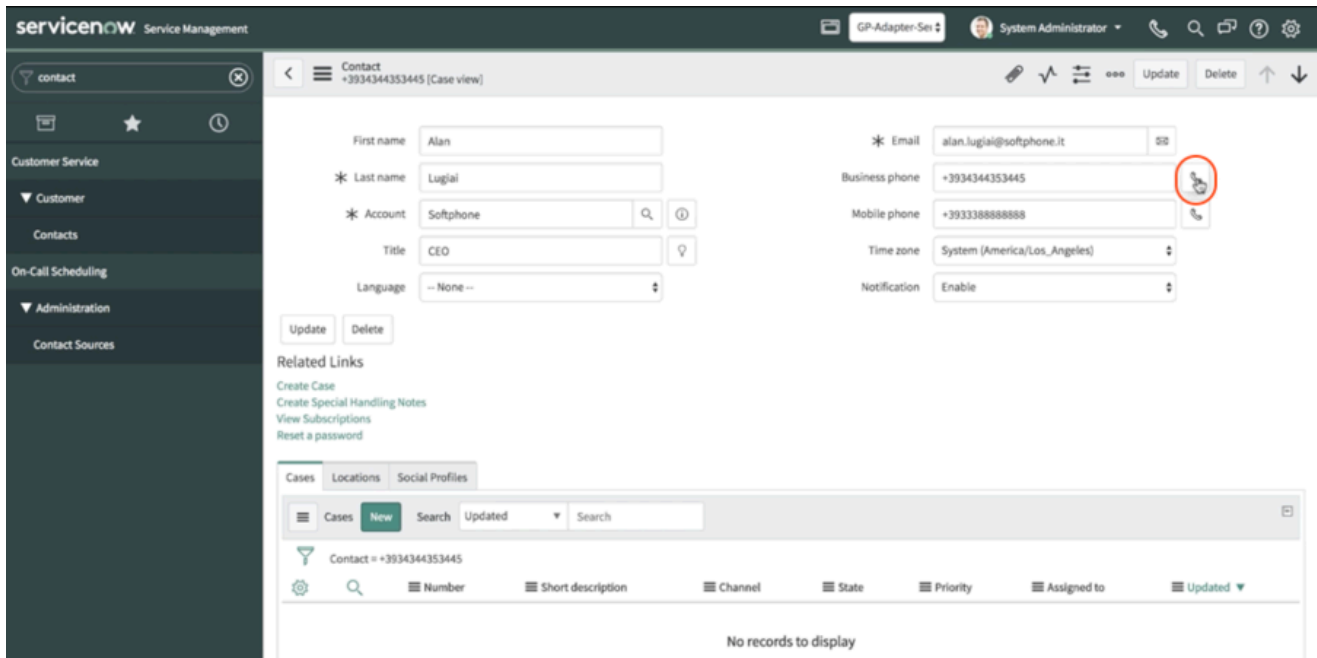
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Screen pops display a relevant record from ServiceNow when agents receive or make calls.

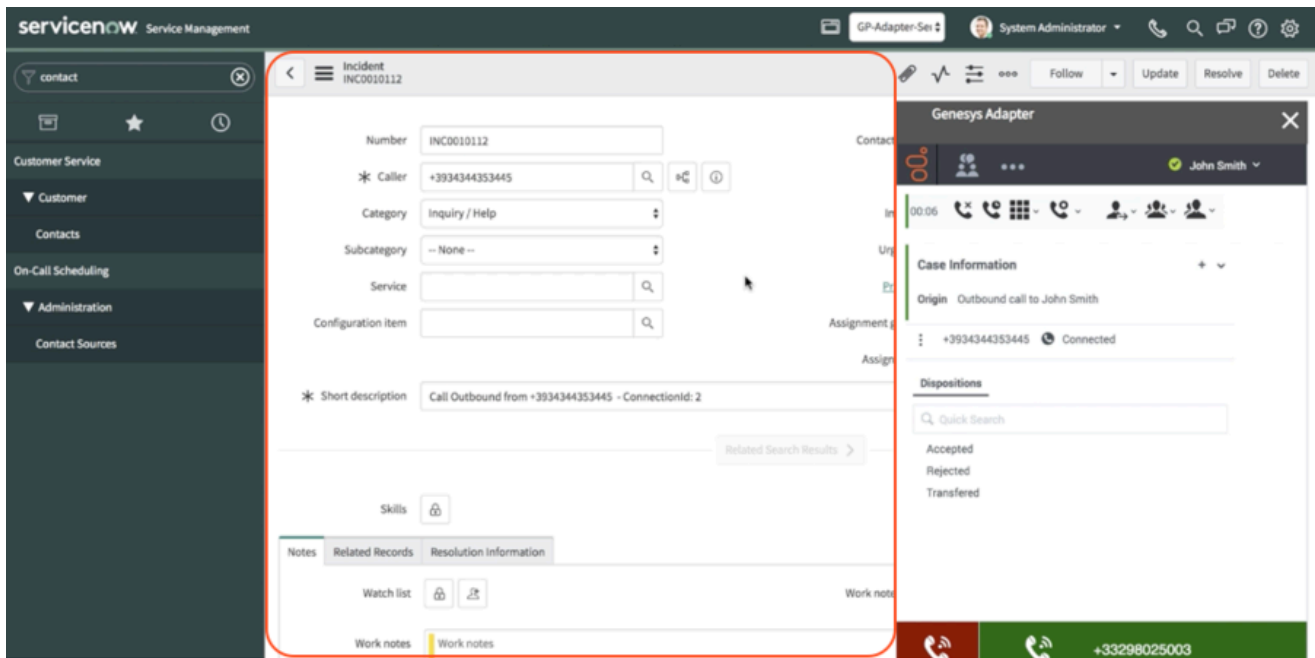
Outbound calls to a known contact

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](#).



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](#)