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Gplus Adapter for ServiceNow Agent's Guide

How to handle screen pops in ServiceNow

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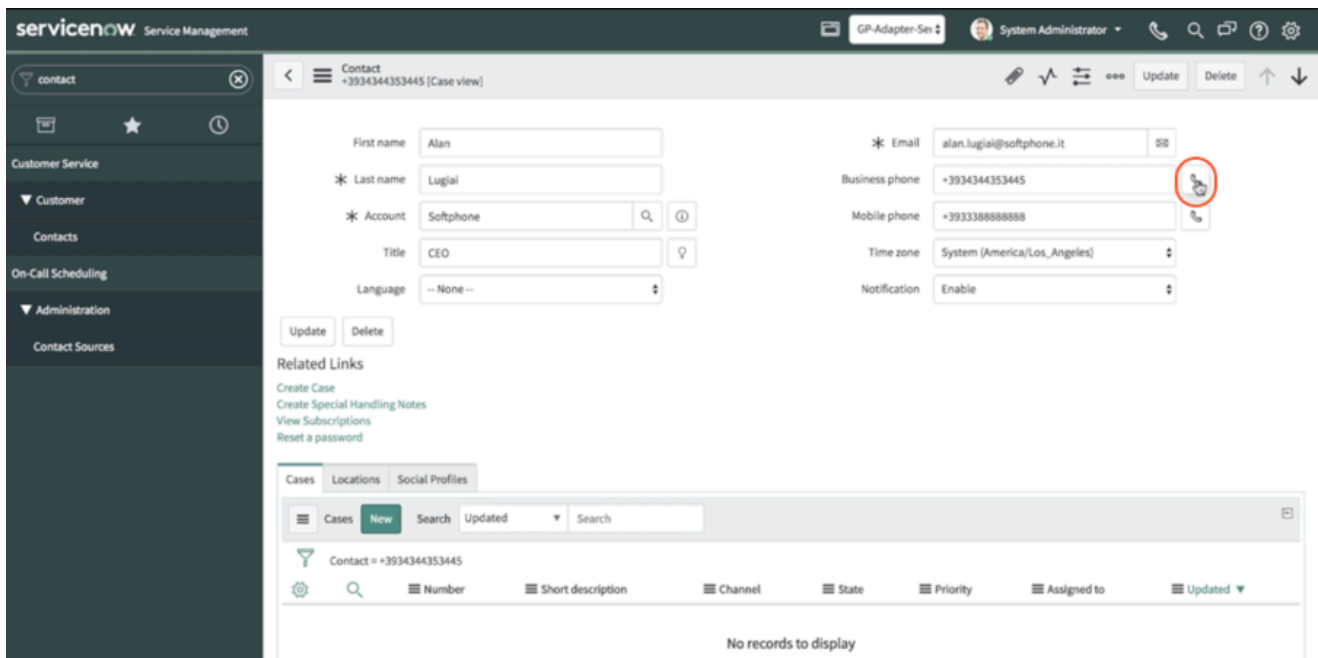
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Screen pops display a relevant record from ServiceNow when agents receive or make calls.

Outbound calls to a known contact

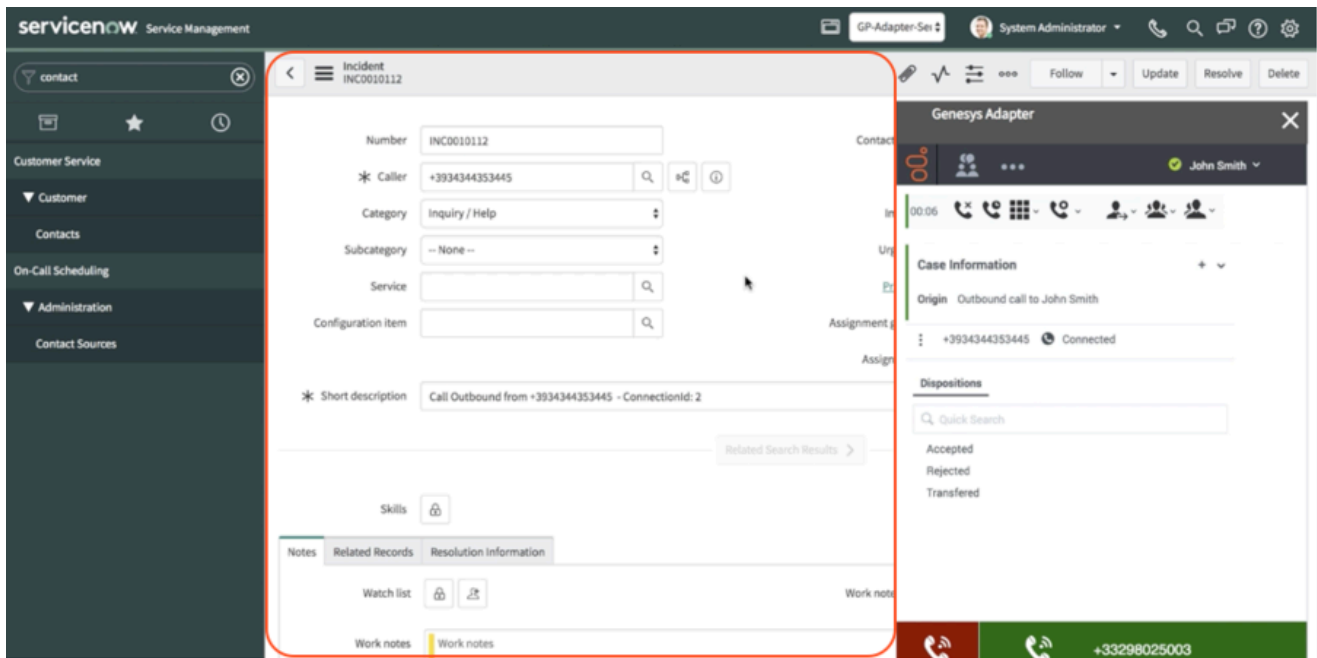
As one would expect, you can equally make outgoing calls. However, you can exclusively make outbound calls to records already existing in ServiceNow. If you wish to call a brand-new contact, first you need to register it within the CRM.

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 interface for a Contact record. 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 details for Alan Lugial, including First name, Last name, Account, Title, Language, Email, Business phone, Mobile phone, Time zone, and Notification. A red circle highlights the phone icon next to the Mobile phone number. Below the contact details, there are buttons for Update and Delete, and a section for Related Links. At the bottom, there is a table with columns for Cases, Locations, Social Profiles, and a search bar. The table currently shows no records.

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](#)