GENESYS™

Genesys Engage cloud Release Note

Gplus Adapter for Service Now

12/16/2025

Contents

Gplus Adapter for Service Now

> **Important**
> Not all changes listed below may pertain to your deployment.

- July 05, 2022
- August 02, 2021
- June 12, 2020

July 05, 2022 (9.1.002.00)

What's New

GPlus Adapter now supports the following:

- Configurable Interaction, Incidents and Cases screen pop.
- Search through ANI or Customer_Contact/Sys_user table custom fields.
- WorkItem as a new channel for Agents.
- Multiplatform InstanceURL configuration.
- A new Contact Us module under the Application Menu.

Resolved Issues

Other miscellaneous enhancements and fixes related to ServiceNow certification were made.

Known Issues

There are currently no known issues.

August 02, 2021

What's New

- Gplus Adapter now supports WebRTC.

Resolved Issues

- Recording handling buttons (Start, Stop, Pause recording) are no longer hidden when active recording is set for an agent's management.
- The Adapter no longer hangs if the agent was configured with non-voice channels.

Known Issues

There are currently no known issues.

June 12, 2020 (9.0.002.00)

What's New

- Configurable Screen pop
  - Allows to screen pop on any ServiceNow entity
- ClickToDial from ServiceNow:
  - Start outbound call from phone fields (example: start call from Contact business number)
  - Start outbound call from reference fields (example: start call from "caller" field or Incident)
  - Customizable screen pop
- Single pane desktop user experience
  - Agent Status Management
  - Agent Performance Tracker
  - Inbound Voice
- Inbound toast alert
- Supports ServiceNow Agent Workspace View

Prerequisite

- ServiceNow "Openframe" plugin installed