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Gplus Adapter User Guide

Open Media Interactions

4/8/2025

Open Media Interactions

Open media is an interaction type that you might be required to handle besides the other non-voice interactions such as email or chat. Open media is generally configured as a channel (Workitem) by your organization and it is available under **My Channels** tab. Note that the open media interaction is supported only in Salesforce Lightning Experience.

Like any other interaction, you can set your status to ready, accept and work on the open media interaction, transfer to an agent, set disposition, and mark done. You can view your open media activity details under [Activity History](#).

See [Workitems](#) page for full functionalities of this feature.

Important

Workbin for open media is not supported in Lightning Experience mode. You can move an open media interaction in and out of a Workbin, however the functionalities that involve integration with Salesforce such as screen pop and activity history are not supported.

Screen pop for Open Media

① Invite for an open media interaction

Case Information

Origin: Inbound SF_Case

cti_firstName: Uniquename

SF_Case1

Accept Reject

② Screen pop of the contact record in Salesforce

Search Contacts and more...

app1 Cases Contacts Contracts

Contact Mr.

Title Account Name Phone(2) Email Contact Owner Irina Novit

RELATED DETAILS NEWS

We found no potential duplicates of this contact.
No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.

Opportunities (0) New

Cases (0) New

Campaign History (0) Add to Campaign

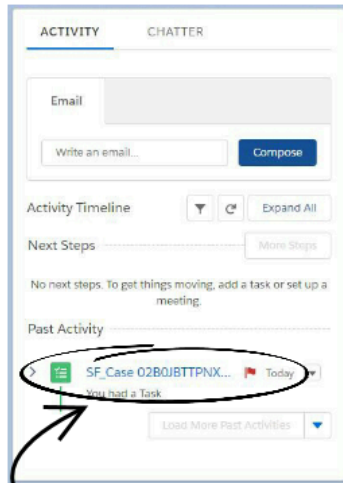
Notes & Attachments (0) Upload Files

When you accept the open media invitation in Agent Desktop, you can notice that the related contact record is shown as a screen pop in the **Contacts** tab in Salesforce Lightning. If there is no contact information available, the **New Contact** page is displayed.

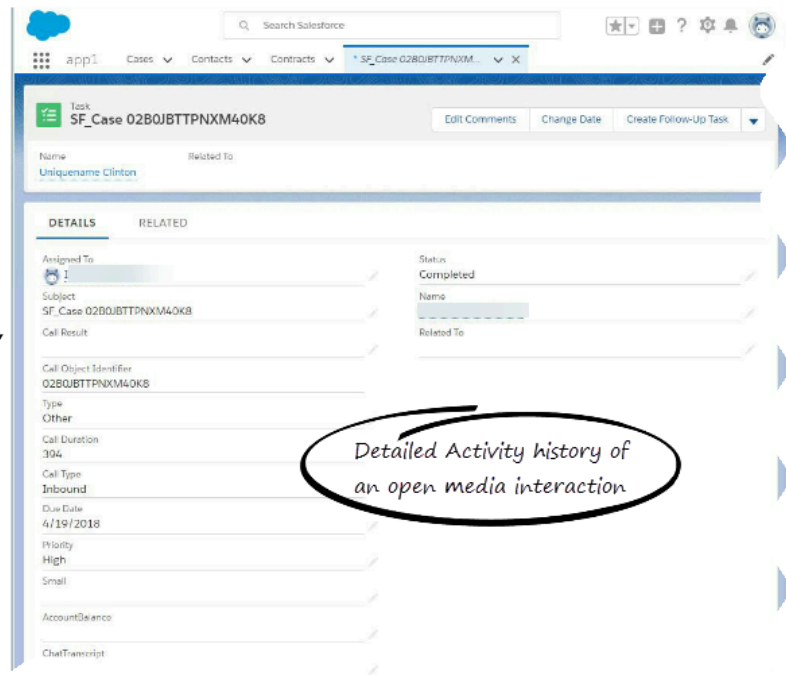
If configured by your administrator, you may also get a screen pop on open media invite or transfer from other agents.

Activity History for Open Media

Completed open media interaction recorded as an activity



Activity history list for completed interactions



Detailed Activity history of an open media interaction

When you mark an open media interaction as done (**Mark Done**), the details about the interaction are added to the contacts's activity history in the **Activity** tab in Salesforce Lightning.

To view the detailed activity history,

- Click on the activity link in the **Past Activity** section. The activity history and its details are displayed as a separate tab in Salesforce Lightning.

The types of information that are saved in the activity history of an open media activity include:

- Assigned To
- Created By
- Last Modified By
- Subject
- Due Date
- Related To
- Comments
- Status
- Priority
- Call Duration
- Call Object Identifier

- Call Type (*inbound* only)
- Call Result