

March 19, 2022



New Reconcile Button for Customer Account Cleanup

Affected Customers: CCSQ ServiceNow System Administrators and HCQIS Services and Operations Support

A 'Reconcile Duplicates' button has been created for CCSQ ServiceNow System Administrators and HCQIS Services and Operations Support team members to consolidate multiple customer profile records.

This button searches the fields listed below for duplicate emails:

- Task – Assigned to, Opened by, and Closed by
- Request – Requested for
- Incident – Caller and Resolved by
- Case – Resolved by, Contact, and On Behalf of

Once the search is complete, all related records associated to the customer's email address are migrated to the primary customer profile.

For more information, view the Knowledge Article Titled [Reconcile Duplicate User and Contact Records](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

If you need additional information, contact us:

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Slack: #help-service-center-sos

Save time. Submit and Track your ticket!
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