

CCSQ ServiceNow:

Artificial Intelligence (AI) Search Implementation – Employee Self-Service (ESS) Portal

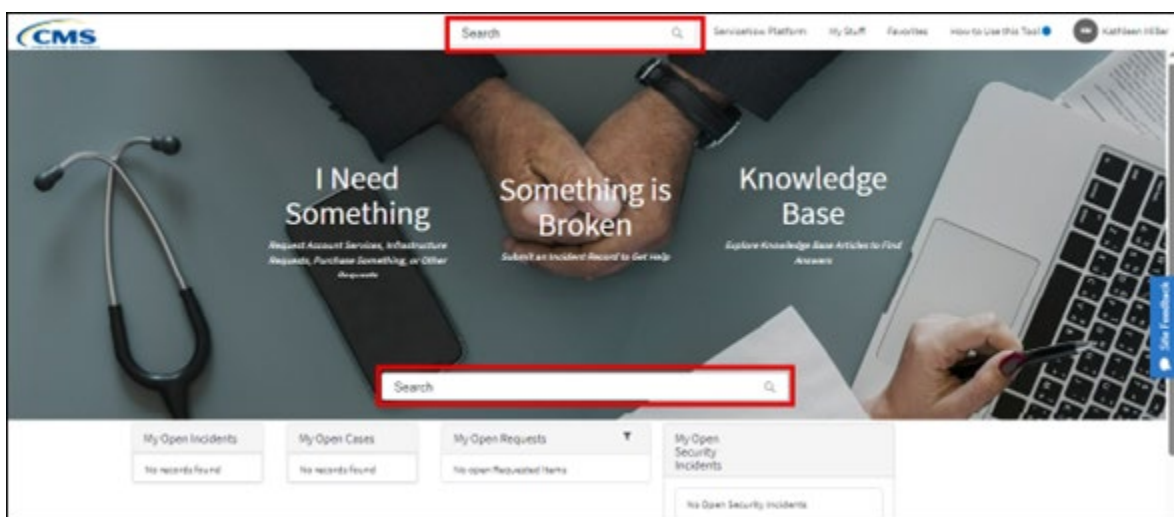
Affected Customers: CCSQ ServiceNow Employee Self-Service (ESS) Portal Customers

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the ESS Portal. This addition is aimed at improving the efficiency and accuracy of searches within the portal, from catalog requests to knowledge articles.

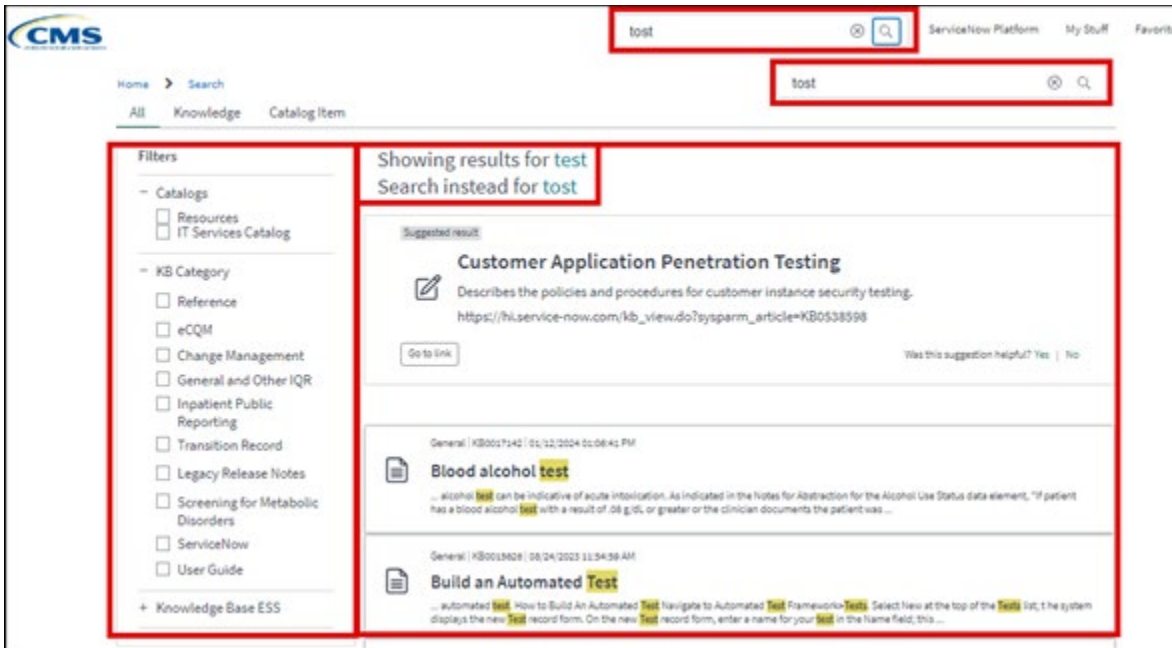
AI Search will enhance how customers interact with platform search features by making it easier to find relevant information. It uses past search behaviors to continuously improve result relevance, ensuring the customer gets the most important information quickly. Whether they need knowledge articles, service catalog entries, or specific personnel details, AI Search tailors results based on their unique searching patterns.

The AI Search functionality in ESS includes:

- New AI Search bars are in the middle and top of the ESS Home page to search for anything related to catalog requests or knowledge articles.
- AI Search will correct misspelled search terms, find exact matches, or find related searches.
- If a misspelled word does not have any relevance to Knowledge Articles, then it will not yield results.



- Within the results page there will be additional AI Search bars, updated filters, and results.
- The search bars located at the top and top right of the page will work in tandem. Updating one will automatically update the other, providing a cohesive search experience.
- The term that was searched will be highlighted yellow.
- The filters for Catalogs and Knowledge Base (KB) Category will also have an AI Search bar.



For more information, review the following Knowledge Articles after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- [ServiceNow Search Function and Metadata](#)
- [AI Search in the ESS Portal](#)

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