

CCSQ ServiceNow:

Artificial Intelligence (AI) Search Implementation – Question & Answer (Q&A) Portal

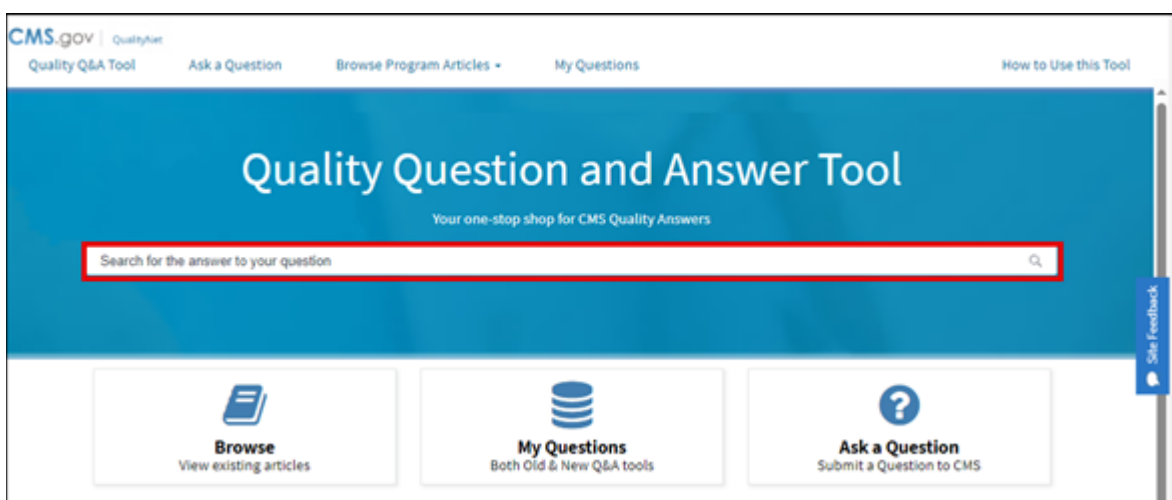
Affected Customers: CCSQ ServiceNow Q&A Portal Customers

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

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.

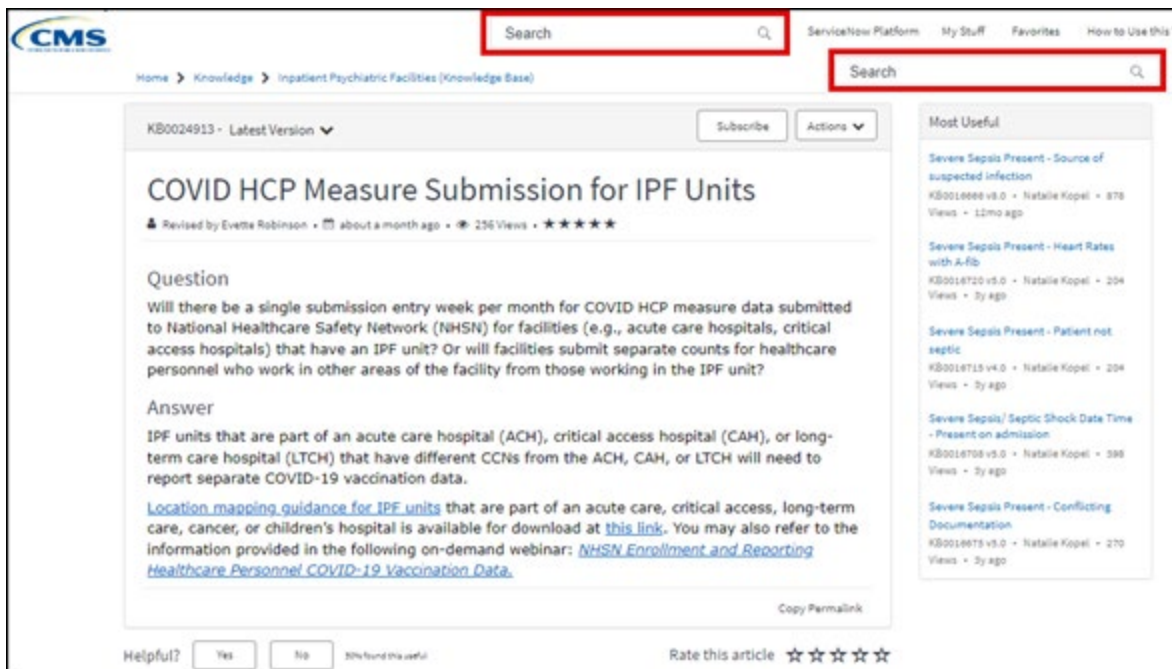
The AI Search functionality in the QNET Q&A Portal includes:

- The new AI Search bar is in the middle of the Quality Question and Answer Tool Home page.



- Searches conducted through AI Search will yield results specifically from the KB articles relevant to Q&A topics.
 - BFCC QIO
 - Q&A Tool Self-Help
 - Hospitals – Outpatient
 - ESRD Facilities
 - PI – Promoting Interoperability
 - Inpatient Psychiatric Facilities
 - Ambulatory Surgical Centers
 - Hospitals – Inpatient
 - PPS – Exempt Cancer Hospitals

- When the customer clicks any article, the AI Search bars will appear twice on that page – on top and to the top right.



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 QNET Q&A Portal](#)

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