

## QualityNet | CCSQ ServiceNow

servicenow.

April 25, 2024

## CCSQ ServiceNow:

## Artificial Intelligence (AI) Search Implementation – iQIES Idea Portal

Affected Customers: CCSQ ServiceNow iQIES Idea Portal Customers

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the iQIES Idea Portal. This will increase search capabilities by providing customers with clear answers to their search queries and will order search results in decreasing order of relevancy.

Al 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. Al Search tailors results based on their unique searching patterns.

The AI Search functionality for the iQIES Idea Portal includes:

- A new AI Search bar that will only search for ideas.
- The AI Search bar will correct spelling, find exact matches, or find related searches.
  - You can search by:
    - Creator
    - Date created
    - o Status
    - Category
    - Comments
    - o Idea number
    - Keyword

SupportCentral		Request Support +	Resources -	idea Portais -	Contact Us
	IQIES     IdeaPortal     Welcome to the IQIES Idea Po     To get started, click the Create an Idea     determine next steps.     Be sure to vote on Ideas you find mos     click the My Ideas tab. To view all idea     Subscribe to an Idea to receive a week	button below. Once you submit t significant to help CMS understa submissions, click the All Ideas to	nd consumer feedba		
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- The results page offers filters, results, and an additional AI Search bar at the top for refining your searches.
- The term that was searched will be highlighted yellow.

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Resources     It Services Catalog     Kill Category     Konnector Name 153     Costo Goala     Costo Goala     Namphata - Inpatient	Description         Customer Application Penetration Testing           Image: The policies and procedures for customer instance security testing. https://bi.service-new.com/kb_view.doi/vyparm_article=KB033838           Services
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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
- Al Search in the iQIES Idea Portal

