April 14, 2023

CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- CCSQ ServiceNow Portal Update: New Fields Added to Create Incident Form
- Agent Workspace Update: New 'Create New Subject' Button for Case Types
- ATF Test Suite for Custom CCSQ ServiceNow Products
- iQIES Jira Integration Update: iQIES Incidents to Trigger ServiceNow SLA

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- Agent Workspace Chat Sessions to Be Scrubbed for PII/PHI Data
- EPCS Phone Number Update
- AppOmni Update: Email Spam Scoring and Filtering System Setting Rule
- Backdate Separation Date on Individual Contractor Offboarding Requests
- Assignment Group Update: HIDS AiOps Operations and Support Assignment Group Renamed
- ITSM ATF Updates to Incident Management Test Suite
- ES Case Updates
  - Manual Proofing Cases and Edit ServiceNow Assignment Group Requests Update
  - Converting QPP Cases to Manual Proofing Update
  - Identity Proofing Cases Update: Automatically Remove Proofing Documents When Resolved
  - ES Incident Email Notification Update

For additional information on these changes, please view the full Release Notes on the CCSQ ServiceNow page.

If you need additional information, contact us:

Phone: 1-866-288-8914
Slack: #help-service-center-sos

Save time. Submit and Track your ticket!
VISIT CCSQ Support Central

Email:
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Center for Clinical Standards and Quality (CCSQ)