Release Notes 16.4 for 8/2

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Platform Customers and Agents

Agent Workspace Migration to CSM Configurable

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will migrate existing Agent Workspace to CSM configurable workspace in preparation for the Washington DC upgrade in ServiceNow. All ServiceNow Customers who currently utilize Agent Workspace will see the following changes:

- Agent Workspace will be decommissioned and no longer available
- Configurable Workspace will be activated to replace Agent Workspace

Benefits of this update include improved functionality, navigation, configuration ability, and overall experience for Agents in ServiceNow by migrating them from Agent workspace to CSM configurable workspace.

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Affected Customers: CCSQ ServiceNow System Teams

CCSQ ServiceNow: Automated Testing Framework (ATF) Platform - All Case Type Update

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the ATF Platform to include all Case Types:

- EPCS
- ES
- QPP
- HQR
- EQRS
- QSEP
- iQIES/QIES/ASPEN
- Original Case Form

This update to ServiceNow's ATF will streamline and reduce the amount of manual effort needed to perform ServiceNow upgrade regression testing and overall functionality and feature testing for the case types in the ServiceNow Platform.

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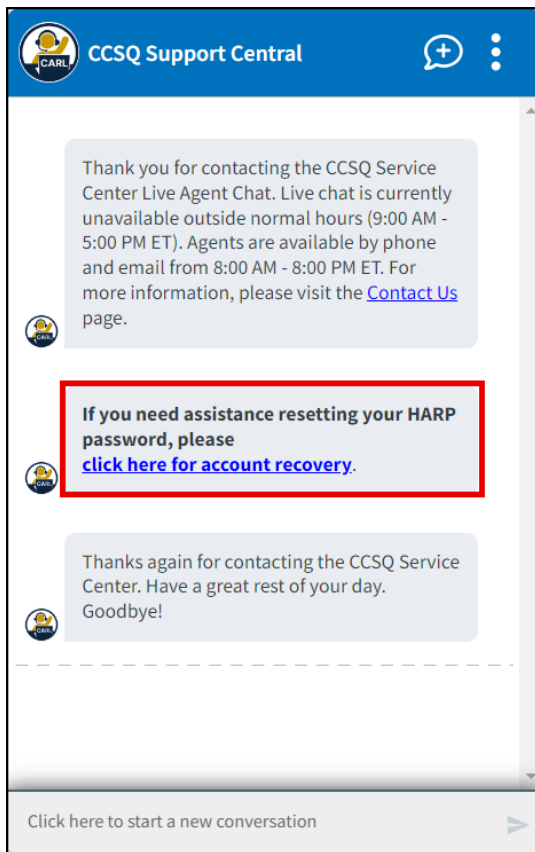**Affected Customers:** CCSQ Support Central Customers

CCSQ Support Central: Live Agent Chat 'CARL' Updates

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will make the following updates to the Live Agent Chat 'CARL':

- When the customer hovers over 'CARL,' a message will be shown to draw attention.
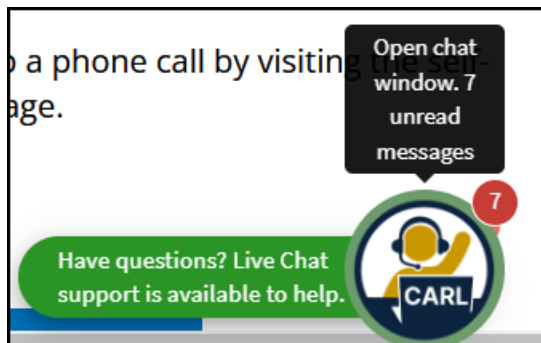
- The 'CARL' icon will be displayed on the CCSQ Support Central pages, allowing the customer to access Live Agent Chat from anywhere on the site.
- The HARP redirect prompt will now be available to customers after core hours, not just during business hours.

- The 'End Conversation' button will now be available at all times instead of just when 'CARL' is awaiting input from the customer.


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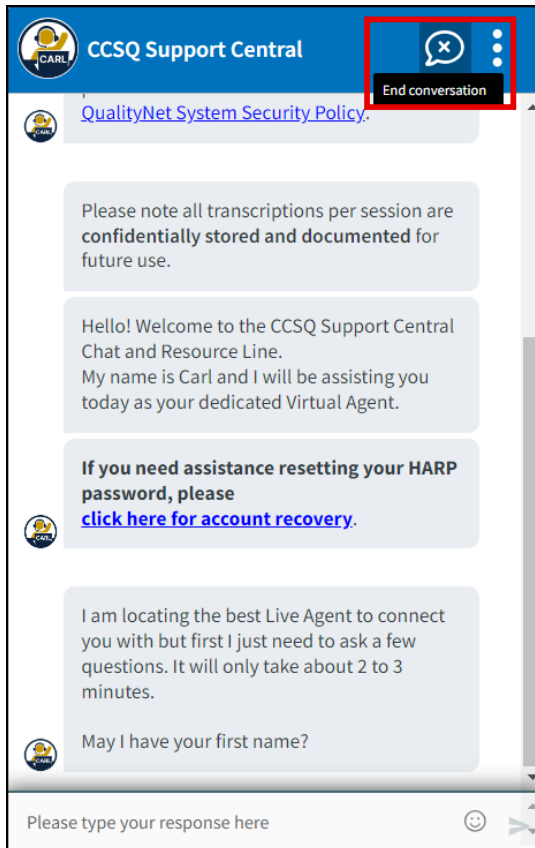
Affected Customers: HQR Idea Managers and Submitters

CCSQ Support Central: HQR Idea Portal

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the HQR Idea Portal, and provide easy access via CCSQ Support Central. The ServiceNow Idea Portal for HQR will provide a central location to for HQR to collect, curate, and promote ideas, enabling integration of customer feedback into future product development.
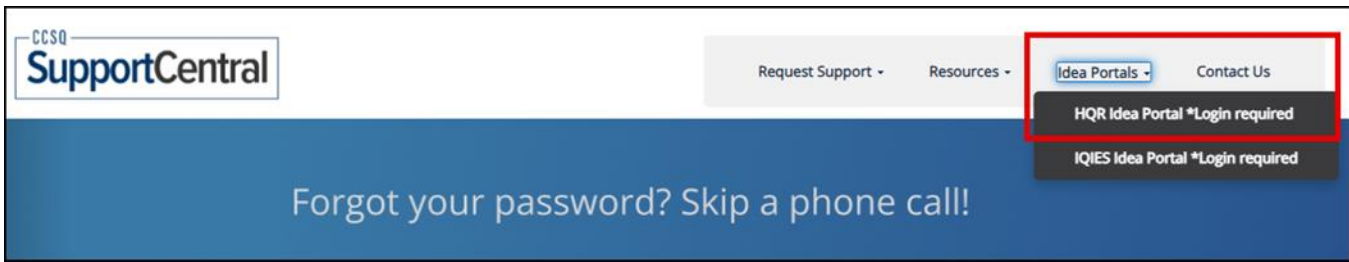
- HQR 'Create Idea'
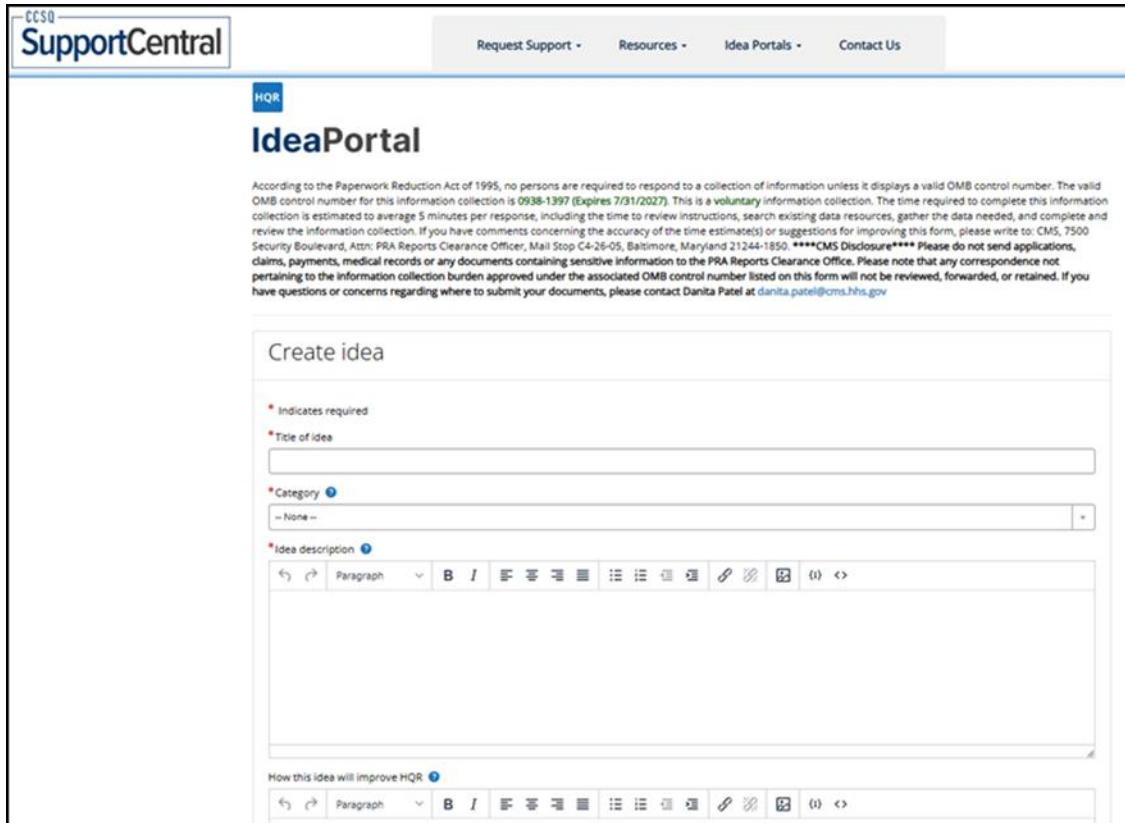
- HQR Idea List
    - Provides a list of all ideas submitted which customers can filter through using the three drop downs.
    - Customers can subscribe or unsubscribe.
    - Customers can Upvote on ideas.
    - Customers can comment on ideas.

- HQR Idea Details
  - Customers can view the idea description and how the idea will benefit HQR.
  - Customers unsubscribe in this view.
  - For Idea Managers ONLY – Selecting the ellipsis in the top right corner which will open a view to the platform to work the idea through their process for consideration.

- HQR Idea Manager Platform View
  - This is where Idea Managers can edit ideas and move them forward in their decision process as to whether it makes it onto the HQR Backlog for development.

For more information, review the Master Article – HQR Idea Portal and related Knowledge Articles in CCSQ ServiceNow, after the update is completed on August 2, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

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Affected Customers: CCSQ ServiceNow Knowledge Base Customers, Managers and Owners

CCSQ ServiceNow: Knowledge Notification Structure

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Knowledge Article process when a Knowledge Manager adds a work note to respond to a customer comment. Activating Notifications will ensure that all Ownership Group members are immediately notified when an action is needed or has been taken on an article that they own. The new notification structure will reduce the likelihood that a required action is missed by the Ownership Group.

New Notifications:
- **Knowledge Base in 'Active Status'**
  - o A notification will be triggered to notify Knowledge Managers and Owners when a Knowledge Base is activated. The Knowledge Base will be available immediately so customers can view the Knowledge Articles.

- **Knowledge Feedback Email:**
  - When a customer leaves a comment or feedback on an article, this will create a Knowledge Feedback record.
  - Knowledge Manager views the Knowledge Feedback record and selects the email button in the top right that generates a prepopulated template.
  - Knowledge Manager can add their response to the feedback within the email template and send.
  - The outgoing email is captured in the activity log, so it achieves the goal of being sent to the customer and being posted for internal reference.

Modifications to Existing Notifications:

- **User Feedback Notifications - Additional Comments**
  - When a customer comments on an article the author (latest version author) of that article, ServiceNow Knowledge Managers and the commenter will get notified. This will allow ServiceNow Knowledge Managers and the commenter to troubleshoot and potentially reach out and offer support. Once the Knowledge team responds, the commenter who commented will receive a notification.
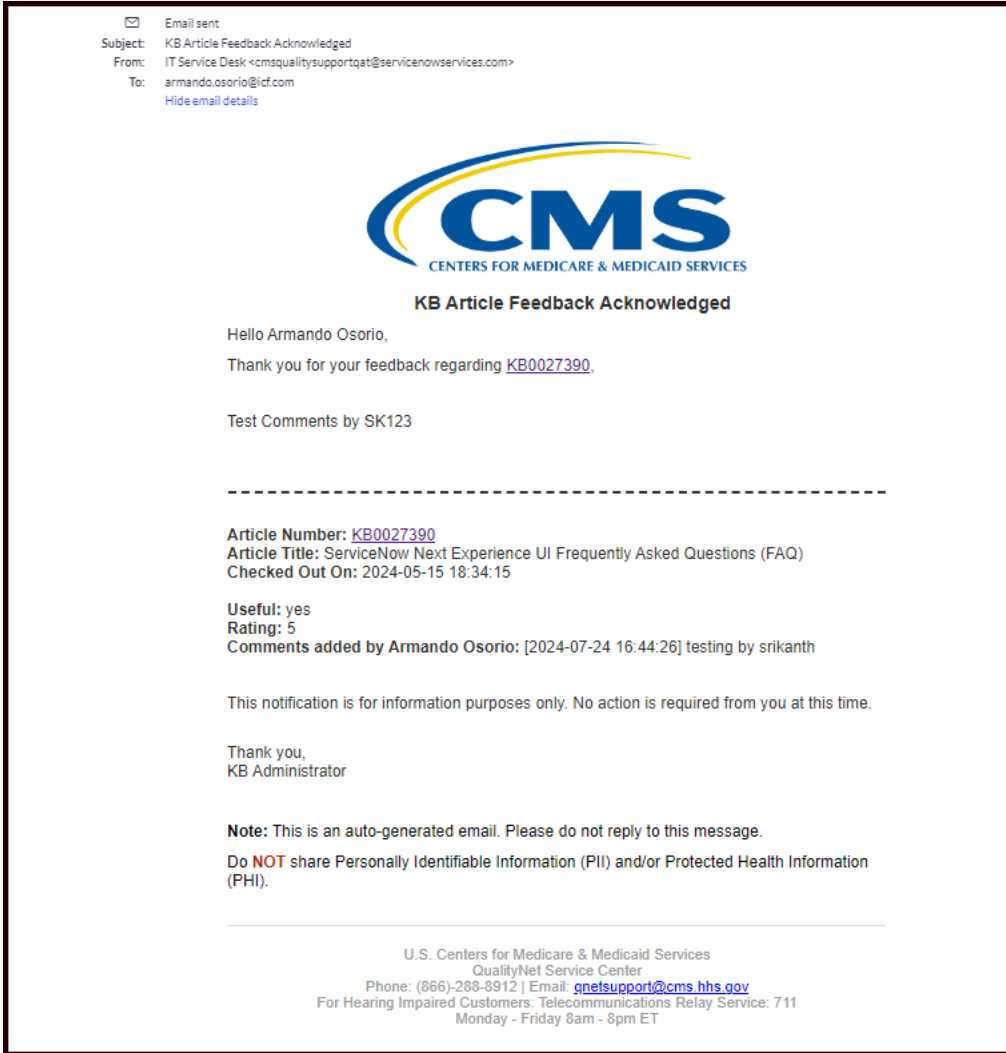
For more information, review the Knowledge Article – [Knowledge Management Notifications](#) and related Knowledge Articles in CCSQ ServiceNow, after the update is completed on August 2, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

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The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ Services and Operation Support (SOS) Team and Agents

CCSQ ServiceNow: Major Incident Updates

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will improve the existing Major Incident Process by updating the 'Major Incident' form in ServiceNow to provide more clarity and a better experience for SOS agents.

- 'Major Incident' notification will update from 'Work Notes' to 'Reject Reason.'

Major Incident Rejected

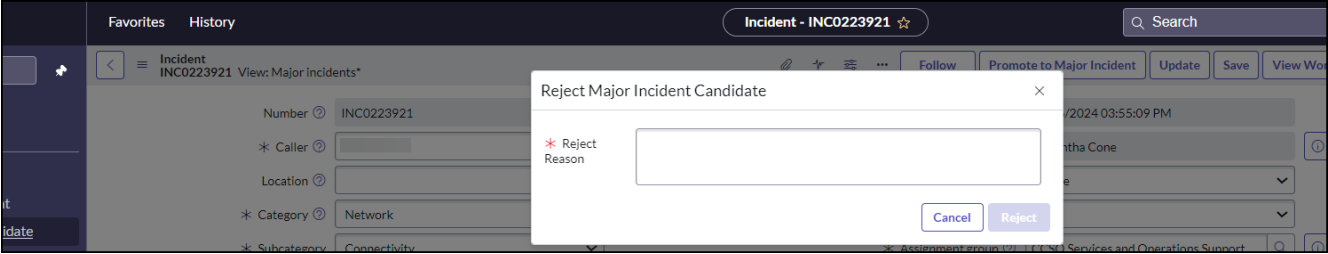INC0224030 has been rejected as a Major Incident

Incident Number: INC0224030
Priority: 5 - Planning
**State:** New

Short Description: n
Business Impact:

Reject Reason: test

Click on the link to view Incident details: INC0224030

- The description field on the 'Incident' form will be relabeled from 'Work Note' to 'Reject Reason for rejecting the 'Major Incident Candidate'.
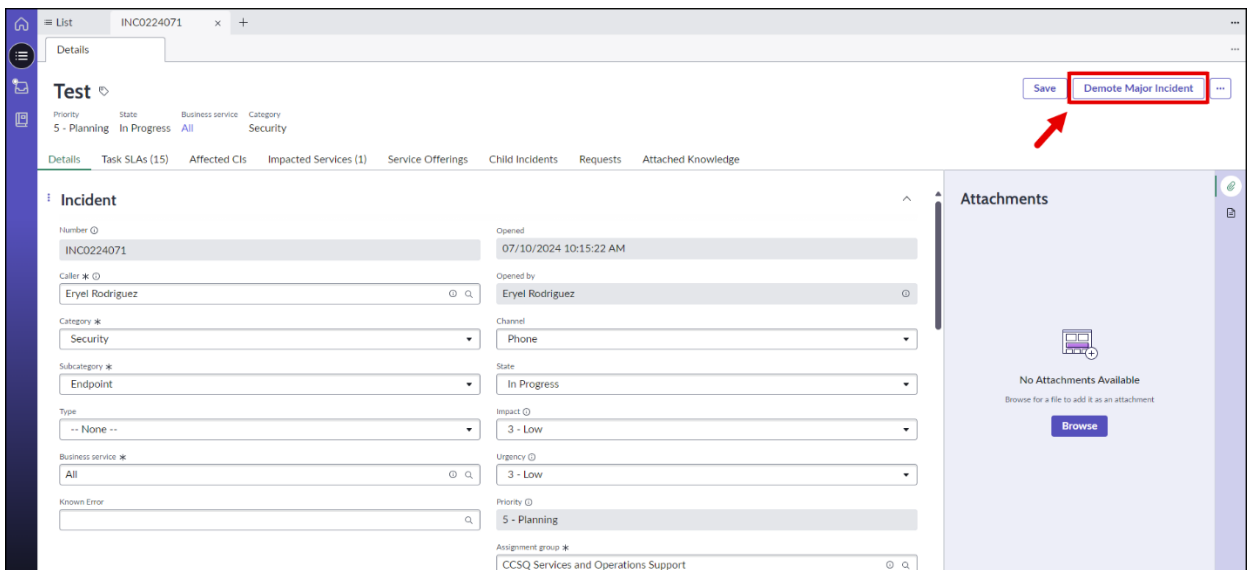

- The following buttons have been added to the 'Incident' form and will be available depending on the 'Major Incident State:'
  - o 'Propose Major Incident' and 'Promote to Major Incident'
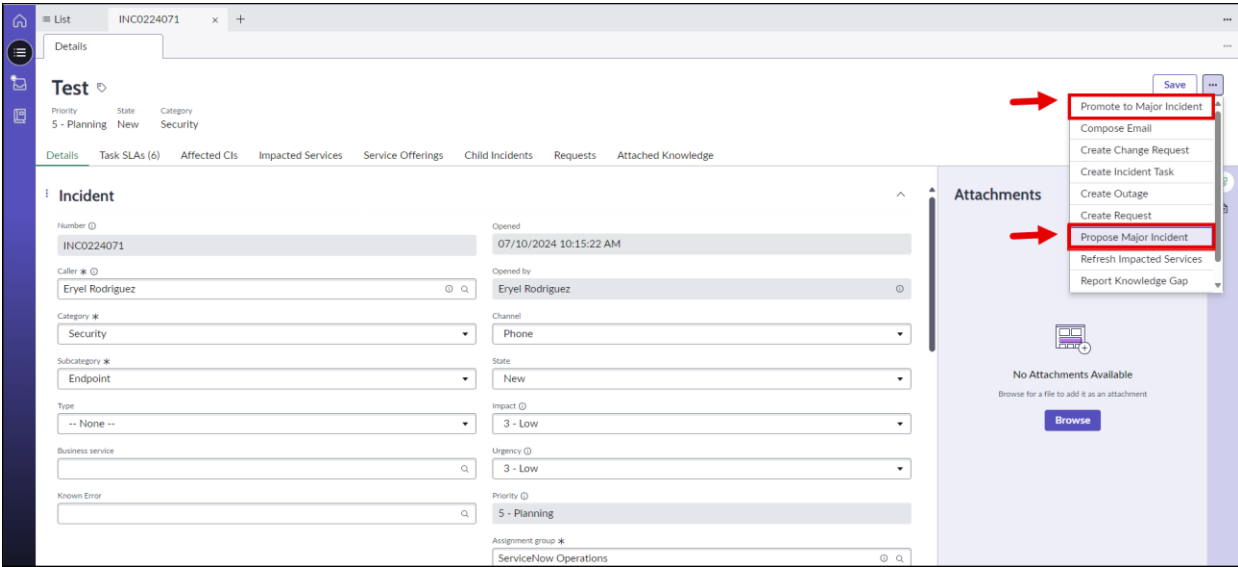
  - o 'Reject Major Incident Candidate'
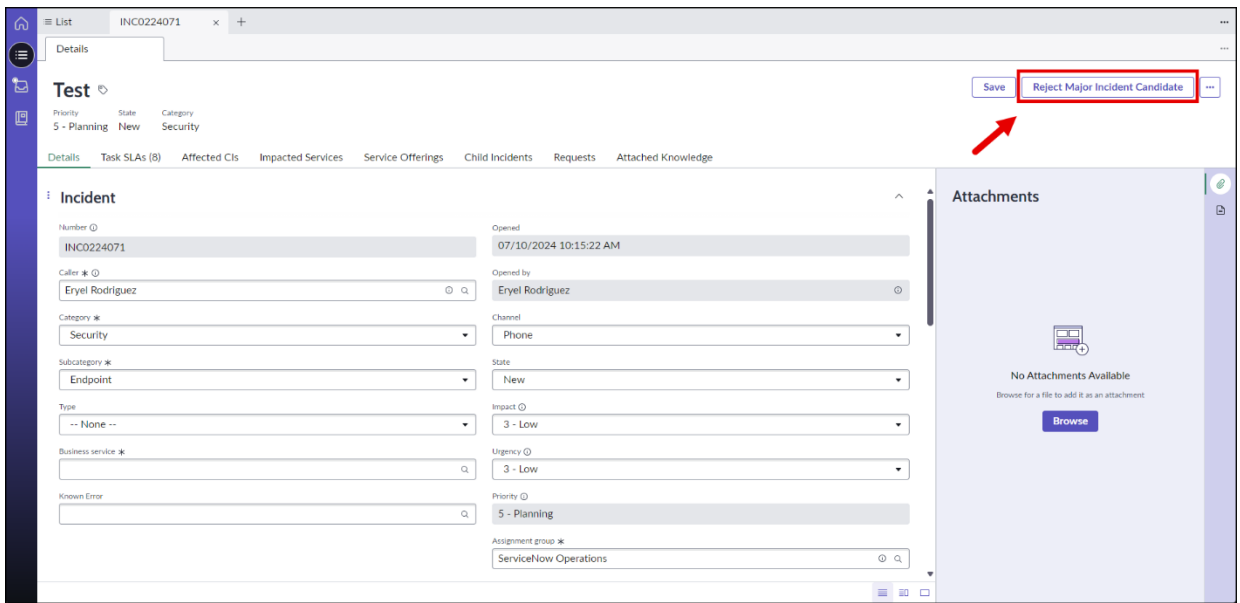
- o 'Demote Major Incident'

For more information, review the Knowledge Article titled, [Major Incident Functionality](#). *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

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Affected Customers: CCSQ ServiceNow System Team

CCSQ ServiceNow: Subscription Management Update

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Subscription Management dashboard to contain accurate counts of purchased vs consumed for all of the CCSQ ServiceNow licensed products. The automation that will be put in place will ensure counts remain accurate.

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Affected Customers: CCSQ ServiceNow System Team

CCSQ ServiceNow: Restricted Access to Custom Tables

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will reduce the number of custom tables in use for the CCSQ ServiceNow programs and provide the ability to track all custom tables via Subscription Management.

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Affected Customers: 1135 Waiver Submitters and 1135 Waiver Administrators

CCSQ ServiceNow: 1135/CMCS Waiver Updates

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 1135/CMCS Waiver to now include the requesting justification in the 'Case Open' notification. The notification will list each waiver and the request justification in the child case form. This update provides agents the ability to copy/paste the justification from the submitter's response email in the parent case work notes section.

The waiver justification states:

- "Brief description of how the 1135 waiver will support the state's response during the PHE:"

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Affected Customers: ESS Portal Customers

ESS Portal: Self-Service Portal 'Incident Form' Update

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the required fields on the 'Incident Form' on the ESS portal. The 'Incident Form' did not have the required fields marked previously and this change will prevent incidents from being created if required fields aren't populated.

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Affected Customers: CCSQ ServiceNow ADO Support Groups

CCSQ ServiceNow: Case Centric Script Update

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Case Centric Script to add the Assignment Group of the Case to the 'Group_List' field of the Incident when it is created from a Case. This update will reduce customer confusion and ensure the original Assignment Group on the Case retains visibility to the Incident created from the Case.

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Affected Customers: CCSQ ServiceNow System Team

CCSQ ServiceNow: QPP Incident Creation for Automation Failure

On August 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will create a new automation workflow process for failure of API call to QPP. The new automation workflows will have a process so that if the automation fails, an incident will be created to help resolve the QPP-->ServiceNow API Integration.

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servicenow. for CCSQ

August 2, 2024

CCSQ ServiceNow Updates

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

- Agent Workspace Migration to CSM Configurable
- CCSQ ServiceNow: Automated Testing Framework (ATF) Platform - All Case Type Update
- CCSQ Support Central: Live Agent Chat 'CARL' Updates
- CCSQ Support Central: HQR Idea Portal
- CCSQ ServiceNow: Knowledge Notification Structure

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

- CCSQ ServiceNow: Major Incident Updates
- CCSQ ServiceNow: Subscription Management Update
- CCSQ ServiceNow: Restricted Access to Custom Tables
- CCSQ ServiceNow: 1135/CMCS Waiver Updates
- ESS Portal: Self-Service Portal 'Incident Form' Update
- CCSQ ServiceNow: Case Centric Script Update
- CCSQ ServiceNow: QPP Incident Creation for Automation Failure

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:
ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)