



QualityNet | CCSQ ServiceNow



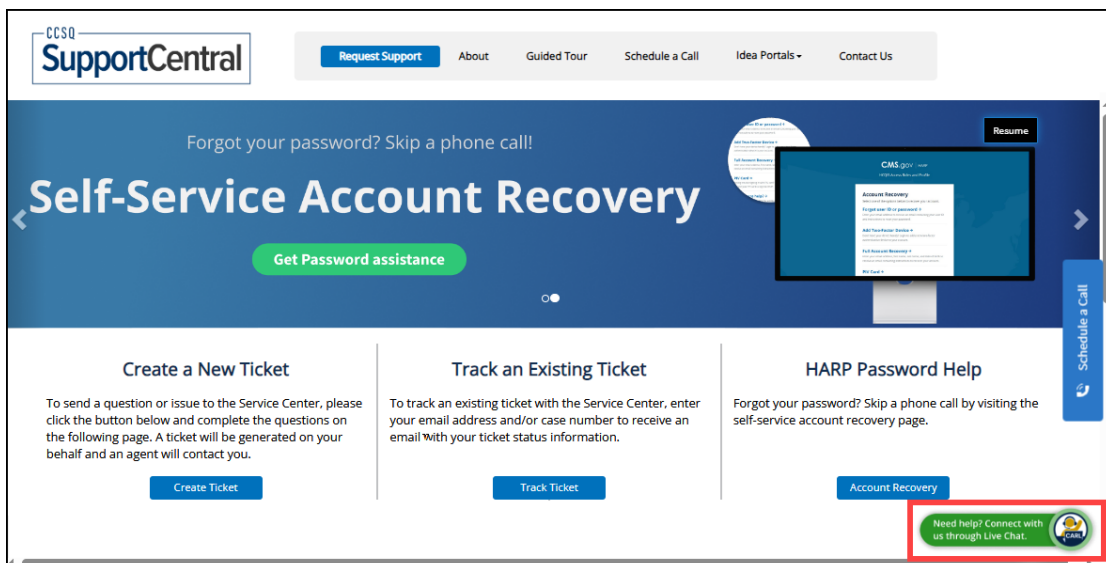
January 19, 2024

CCSQ Support Central: Live Agent Enhancements

Affected Customers: CCSQ Support Central Customers and Live Chat Agents

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement enhancements to the CCSQ Support Central Live Agent functionality. These enhancements will improve the customer's experience when using CCSQ Support Central Live Agent functionality by providing greater visibility of the chat function, easier authentication, and an estimated wait time.

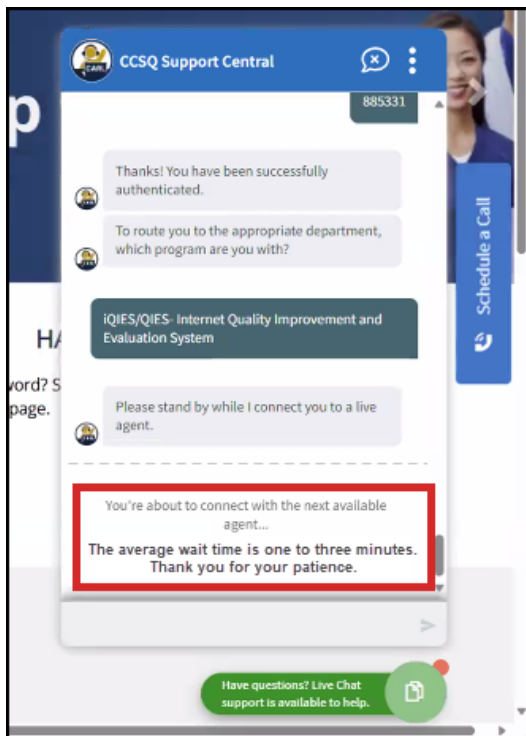
- Better visibility of chat icon to provide better marketing for Live Agent/Virtual Chat button on CCSQ Support Central homepage.



- Customers will be able to edit the authentication code value fields (First name, last name, and email) if originally entered incorrectly.



- An estimated wait time of one to three minutes will display for the customer to know when they will be connected to a live agent.



For more information, review the [Master Article for CCSQ Support Central - Home Page](#) and related Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

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Email:

ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)