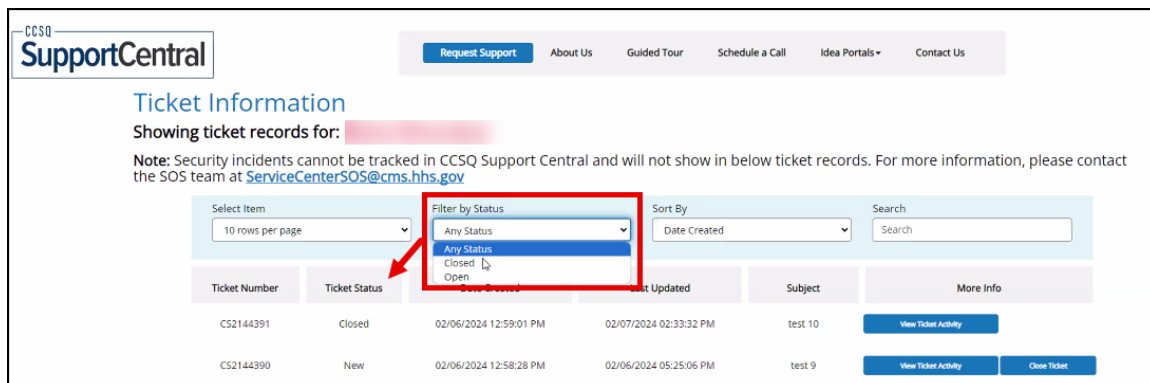


CCSQ Support Central: Track a Ticket – New Filtering and Sorting Functionality

Affected Customers: CCSQ Support Central Customers

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will improve the customer ticket tracking experience in CCSQ Support Central by adding new filtering and sorting functionality. These enhancements will reduce the customer’s search time by enabling them to quickly sort and locate their ticket(s) based on the criteria they entered.

- A ‘Filter by Status’ drop down has been added to the Track a Ticket form which includes options for:
 - Any Status
 - Open
 - Closed



The screenshot shows the CCSQ Support Central interface. At the top, there is a navigation bar with links for 'Request Support', 'About Us', 'Guided Tour', 'Schedule a Call', 'Idea Portals', and 'Contact Us'. Below this, the 'Ticket Information' section displays 'Showing ticket records for: [redacted]'. A note states: 'Note: Security incidents cannot be tracked in CCSQ Support Central and will not show in below ticket records. For more information, please contact the SOS team at ServiceCenterSOS@cms.hhs.gov'. The main content area features a table with columns for 'Ticket Number', 'Ticket Status', 'Date Created', 'Last Updated', 'Subject', and 'More Info'. A 'Filter by Status' dropdown menu is open, showing options for 'Any Status', 'Closed', and 'Open'. A red arrow points to the 'Filter by Status' dropdown. The table contains two rows of ticket records.

Ticket Number	Ticket Status	Date Created	Last Updated	Subject	More Info
CS2144391	Closed	02/06/2024 12:59:01 PM	02/07/2024 02:33:32 PM	test 10	View Ticket Activity
CS2144390	New	02/06/2024 12:58:28 PM	02/06/2024 05:25:06 PM	test 9	View Ticket Activity Close Ticket

- A ‘Sort By’ drop down will be added to allow customers to sort by any column on the page.
 - Date Created (sorted by most recent first)

- Last Updated (sorted by most recent first)
- Subject (sorted by A-Z)
- Ticket Number (sorted lowest to highest)
- Ticket Status (A-Z)

The screenshot shows the CCSQ SupportCentral interface. At the top, there is a navigation bar with 'Request Support', 'About Us', 'Guided Tour', 'Schedule a Call', 'Idea Portals', and 'Contact Us'. Below this is a note: 'Note: Security incidents cannot be tracked in CCSQ Support Central and will not show in below ticket records. For more information, please contact the SOS team at ServiceCenterSOS@cms.hhs.gov'. The main content area features a 'Select Item' dropdown set to '10 rows per page', a 'Filter by Status' dropdown set to 'Any Status', and a 'Sort By' dropdown menu. The 'Sort By' menu is open, showing options: 'Date Created', 'Date Created', 'Last Updated' (highlighted), 'Subject', 'Ticket Number', and 'Ticket Status'. Below the menu is a search bar and a 'More Info' button. A table of tickets is displayed below, with columns for Ticket Number, Ticket Status, Date Created, Last Updated, and a 'test' field. Two tickets are visible: CS2144391 (Closed, 02/06/2024 12:59:01 PM, 02/07/2024 02:33:32 PM, test 10) and CS2144390 (New, 02/06/2024 12:58:28 PM, 02/06/2024 05:25:06 PM, test 9). Each ticket row has a 'View Ticket Activity' button.

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!

VISIT CCSQ Support Central



Email:

ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)