



QualityNet | CCSQ ServiceNow



August 11, 2023

CCSQ ServiceNow: Inbound Email Process Update

Affected Customers: CCSQ ServiceNow Service Center Agents

On Friday, August 11, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update so that 'donotreply' email addresses will not be associated to system-generated accounts and the sender's email address will populate as the Contact on the created Case.

This will ensure all future communication about the Case will be directed to the correct Contact.

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)