



QualityNet | CCSQ ServiceNow



May 23, 2024

Knowledge Article Base Rule Update

Affected Customers: Knowledge Base Managers

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the Knowledge Base view count. The Knowledge base rule for removing Knowledge Article view counts every six months will now increase to one year.

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)