

## CCSQ ServiceNow Version Upgrade from San Diego to Utah

**Affected Customers:** CCSQ ServiceNow Customers

On July 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will begin the upgrade from the San Diego version to the Utah version. The upgrade will be completed and available on July 17, 2023. This upgrade will not cause any system downtime, and customers will be able to continue using CCSQ ServiceNow while the upgrade is implemented.

### Why is this upgrade happening?

CCSQ ServiceNow is upgraded annually to ensure that CCSQ ServiceNow customers have continued access to support services and the latest ServiceNow features.

### What are some of the enhancements included in the upgrade?

Customers can expect some new functionality with this upgrade, which introduces several new features in the ServiceNow Platform and the Service Portal as well as some enhancements to existing features.

Some of the new functionality includes:

- Artificial Intelligence(AI)/Machine Learning(ML)
  - Natural Language Understanding enables the system to learn and respond to human-expressed intent
  - Task Intelligence uses machine learning to train solutions with your data and achieve important outcomes
- The Next Experience UI
  - Enhanced AI Search across the platform
  - Theme Builder allows for consistent portal configuration with Human Centered Design thinking
- Multi-language Support
  - Virtual Agent – Dynamic Language detection and machine translation in conversations
  - Service Portal – Ability to provide content in preferred languages using a locale selector
- Knowledge Management
  - Improvements in search engine rankings to provide faster page load times
  - User-friendly URL structure makes finding articles easy

### Where can I view more details about this upgrade?

- The [Release Notes](#) for upgrading from San Diego to Utah can be found on the ServiceNow website as well as the [Utah Release Fact Sheet](#).

Phone: 1-866-288-8914  
Slack: #help-service-center-sos

*If you need additional information, contact us:*

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