

Off-cycle Release Notes for December 16, 2022

The following enhancements were completed during this iteration:

Affected Customers: CCSQ Service Center Agents and CCSQ Support Central Customers

CCSQ Support Central Update: Live Agent Chat

Starting Monday, December 19, 2022, CCSQ Support Central customers will be able to chat virtually with a CCSQ Service Center agent specific to their program with the new Live Agent Chat feature. Live Agent Chat hours of operation are Monday through Friday, 9AM-5PM EST.

This new feature provides the following benefits to CCSQ Support Central Customers:

- Interaction with CARL (Chat and Resource Line/Link), a virtual assistant who will connect you to your specific CCSQ Service Center agent.
- Convenience of connecting to a live agent when they have questions or need assistance.
- Alignment of agent capacity with the customer needs to deliver the best customer experience possible.

To see how Live Agent Chat works, watch the [CCSQ ServiceNow Live Agent Chat video](#).

For more information, review the [Knowledge Article titled: Virtual Agent and Connecting with Live Agent](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: CCSQ ServiceNow Team

ServiceNow Health Scan Performance Remediation Updates

On Friday, December 16, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement updates to address findings from the ServiceNow Health Scan Performance review. These updates will improve the customer experience by applying configuration management and performance management best practices across the platform and application areas.

Affected Customers: CCSQ Service Center Agents

Agent Workspace Update: Add Approve and Reject Options for Service Request Items (RITMs)

On Friday, December 16, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update for Agent Workspace to allow agents to approve or reject service request Items (RITMs). This will allow agents to quickly complete the approval cycle for RITMs by eliminating the need to go to the platform.

The following maintenance tasks were completed during this iteration:

Affected customers: CCSQ ServiceNow Internal Customers

Deactivate Duplicate HARP/SN Full Automation Catalog Item

On Friday, December 16, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to deactivate a duplicate HARP/SN Full Automation catalog item.

Affected customers: CCSQ Service Center Agents

Agent Workspace Update: Remove Case Assigned-to When Assignment Group Changed

On Friday, December 16, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update for Agent Workspace to remove the assigned-to person on a case when the Assignment Group is changed. This will prevent errors when the assigned-to person previously selected is a not member of the updated Assignment Group.
