

QualityNet | CCSQ ServiceNow

servicenow

April 25, 2024

Reminder

CCSQ ServiceNow: Case-Centric Support Process Implementation

Affected Customers: CCSQ ServiceNow Platform Customers

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the Case-Centric Support Process.

This update will improve the coordination between Service Center agents and ADOs as well as the overall customer experience as it relates to creating and resolving customer Cases and Incidents. This is being accomplished by automating status updates and creating transparency of work notes and comments made on both the Case and Incident.

Customers can expect new functionality with this process improvement, including:

Improved Customer Experience

After the update on April 25, 2024, at 8:30 PM ET, CCSQ Support Central customers will only receive email notifications on their Cases. This will eliminate the customer confusion caused by receiving multiple email notifications when their Cases and Incidents for the same issue were opened and closed.

Create an Incident from a Case

When a customer calls the CCSQ ServiceNow Service Center, the Service Center Agent will be able to create an incident directly from the case.

- The Case will be updated automatically to reflect:
 - $_{\odot}$ 'Awaiting info' as the State.
 - o 'Awaiting Internal/System Info' as the Awaiting Info Reason.

Case CS2181918 View: Agent*			0 +	않		Follow	Close Case	Update	Save	Copy Case	Reopen Case	Re	port K	nowledge	Gap 🔿	\downarrow
Timeline - Began 2 minutes ago - Updated	1 minute ago													1	1 minute	
•	•													-• ·	With Agent 1 minute With Customer	er
Number ③	CS2181918					Opened (MM	l/dd/yyyy hh:mm:	ss a) 03	8/29/2024	02:42:46 PM						- 1
* Contact ③	Ann Smith Q	6					Opene	d by Ar	nn Smith				0			- 1
Outreach Opt In Program(s)	A						Cha	nnel Pl	hone			~				- 1
Outreach Opt-Out					*	Knowledge/	Technical Ability L	evel In	termediat	e		*				- 1
New Contact							Role Rel									
* Primary Line of Business (LOB) ③	HIDS Internal 🗸						s	itate Av	valting info	5						
* Program	DEL					* Aw	vaiting Info Reaso	n 🗇 🛛 Ar	waiting Int	ernal/System	Info	~				
* Contact Type ③	Hospitals Staff 🗸 🗸						* Priorit	y 💮 🛛 4	- Low			~				
* Participation Options ③	IPFQR v					*	Assignment group	p 🗇 🔽	HQR Inbo	ound		٩	0			
* Account ③	ARA Ludlow Dialysi	0					Assigned to	o 🗇 🗛	nn Smith			٩	&	0		

• Service Center SLAs for the Case will pause automatically while the assigned ADO is working on the incident.

Incident and Case resolution updates require the Agent's review and intervention.

- Once the assigned ADO resolves the Incident, the 'State' on the Case will be updated automatically to Open. Additionally, the Action Status will reflect 'Needs attention' to alert the assigned Service Center Agent that action is required to resolve the Case (and follow up with the customer if needed).
 - SLAs will resume once the Case moves back to an 'Open' State.

Case CS2181918 View: Agent*	(9 ×	t¢¦₽	Follow	Close Case	Update	Save	Copy Case	Propose Solution	Report Knowledge Gap	Request Info	Resolve As SPAM
Timeline - Began 27 minutes ago - Update	d 21 minutes ago											24 minutes
• • •									Ann Smith ; moved C 23 minutes ago	ase to Open		With Agent 4 minutes With Customer
Number ③	CS2181918					Opened	MM/dd/y	yyyy hh:mm:ss a	03/24/2024 02:4	2:40 PW		
* Contact 💿	Ann Smith	Q		. 0				Opened b	y Ann Smith		0	
Outreach Opt In Program(s)	A							Chann	Phone		~	
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New Contact								Role Relate				
* Primary Line of Business (LOB) 💿	HIDS Internal		~					Stat	e Open			
* Program	DEL		*					* Priority) 4-Low		~	
* Contact Type ⊘	Hospitals Staff		~				* Assig	ment group	SC HQR Inbound		20	
* Participation Options ②	IPFQR		•					Assigned to (Ann Smith		2 80	
* Account (2)	ARA Ludlow Dialysi	C	2	\rangle				Subje	t A			

• There will be direct linkage in the Case form 'Related Records' tab to show the relationship between the Case and Incident.

Case C52181918 View: Agent*		0 * 4	··· Follow	Close Case Update	Save	Copy Case	Reopen Case	Report Knowledge Gap
* Category ③	HQR 🗸							
* Subcategory (2)	Add 🗸							
Resolved by								
* Short description(customer visible)	Testing short desc							♀ ₽
* Description(customer visible) ③	testing full desc							
Notes Related Records Closure Info	rmation							
Outside Incident Number				Change Request ③				۹ ا
Incident ③	INC0220803 Q			Caused by Change 💿				٩
Problem ⊘	Q							
Close Case Update Save Copy	Case Reopen Case Report Knowledge Gap							
Related Links								

• There will be direct linkage in the Incident form 'Closure Information' tab to show the relationship between the Incident and Case.

Related Records Closure Information Activity Log					
First Call Resolved None	~	Resolv	ad by Ann Smith	0	
* Resolve code ③ Workaround	~	Resolved (MM/dd/yyyy hhamma	ss a) 04/05/2024 09:10:12 AM		
* Resolve Note (Customer visible) ③ resolved					
Related Links ShowSLA Timeline Affected Cls Child Incidents Incident Tasks Custor	ner Cases (1) Task SLAs (11) Time Worked				
= 🛛 for text 🔹 Search			@ -	Actions on selected rows	V New Edit
Incident = INC0220803					
A Number Short description(customer	visible) State Account	Product Pr	iority Assigned to	Major case state	Action status
CS2181918 short desc	Open Advanced Home	e Care Services West Inc (empty)	4 - Low (empty)		Needs attention
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• The close code 'Resolved (Escalated to Incident)' on the Case form will be removed as a selection since the Case will no longer close immediately when Incidents are created.

Colored Case 'Action Status' Indicators

New color case indicators are related to the 'Action Status' for easier visual identification.

- Blue indicator (Needs attention) means action is needed by an Agent. When the incident is
 resolved by the assigned ADO, the related Case 'Action Status' automatically changes to 'Needs
 attention' and are waiting for Service Center input or review.
- Red indicator means the Case is blocked. A red indicator highlights Cases that are blocked, such as Cases that have open related task records or are waiting for customer feedback. Blocked Cases can have the following status:
 - Blocked internally

Short description

CS0001003 Dashboard page not loading post upgrade

CS0001097 Loud noise from router CS0001014 Analytics Suite Blackout

- o Blocked by customer
- Blocked internally and by customer

Action status

Needs attention

 Needs attention
 Blocked internally

Case Action Status Platform List

Case Action Status Workspace List

State	Nu	umber	Short description	Action status	State
O New	CS	0001094	Router connection not stable	Needs attention	New
Open	CS		Dashboard page not loading post upgrade	Needs attention	Open
Open	CS	0001097	Loud noise from router	Blocked internally	Open
 Awaiting Info 	CS	0001014	Analytics Suite Blackout	Needs attention	Awaiting Info

Comment and Work Notes Visibility in ServiceNow and Jira

The 'Additional Comments (Customer visible)' field and 'Work notes' field (visible internally only) will be shared between the Case and Incident (bi-directional).

a	< = Case CS2181918	View: Agent*		* :	窍 …	Follow	Close Case	Update	Save	Copy Case	Propose Solution	Report Knowledge Gap	Request Info	Resolve As SPAM	\downarrow
T	Additional comments	(Customer visible)	Additional comments (Cust	omer vi	isible)									-	-
		Work notes	Work notes												
													Post	_	
		Activities: 10	AS Ann Smith Additional comment from inc								Ado	fitional comments • 03/29/202	4 02:50:27 PM	8	
			AS Ann Smith Work note from inc									Work notes • 03/29/202	4 02:50:27 PM		I
			AS_Ann Smith Testing additional comment								Addi	tional comments + 03/29/2024	02:49:10 PM		
			AS_ Ann Smith Testing Work notes									Work notes • 03/29/2024	02:49:10 PM		1 2
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[< = Incident INC0220803		-								Ø	4r ≊≑ … Follow	Update Sa	Resolve As SPA	м

11400220000			
Activities: 5	Adj Ann Smith Additional comment from inc	Additional comments • 03/29/2024 02:50:27 PM	7
	AS_Ann Smith Worknote from inc	Worknotes • 03/29/202402-50:27 PM	
	As Ann Smith Testing additional commont	Additional comments + 03/29/2024 02:49:11 PM	
	AS Ann Smith Testing Work notes	Worknotes • 03/29/2024 02:49:11 PM	
	AS Ann Smith Category Network Subcategory Monitoring	Field changes • 03/29/2024 02:45:36 PM	
1			

IMPORTANT NOTES

- (Only applies to ADOs with Jira Integration) Any comments entered in the 'ServiceNow INC Customer Visible Notes' field in JIRA will flow to the Additional Comments section of the Incident and Case in ServiceNow and will trigger an email notification to the customer containing those notes.
- Work Notes from Jira will also be sent to the Incident and Case within ServiceNow but will remain internal use only.

ServiceNow INC WorkNotes	
	ServiceNow INC WorkNotes *Required Field
ServiceNow INC Customer Visible Notes	

For more information, review the following Knowledge Articles in CCSQ ServiceNow after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- iQIES/QIES/ASPEN Case Convert to Incident Process
- Related Links on a Case Form

If you need additional information:

- Slack: <u>#help-servicenow</u>
- Email: <u>CCSQServiceNow@cms.hhs.gov</u>

If you need additional information, contact us:

Phone: 1-866-288-8914 Slack: <u>#help-service-center-sos</u> Save time. Submit and Track your ticket!
VISIT CCSQ Support Central

Email: <u>ServiceCenterSOS@cms.hhs.gov</u>

Center for Clinical Standards and Quality (CCSQ)