



QualityNet | CCSQ ServiceNow



July 22, 2022

# ServiceNow/Slack Integration Decommissioned

**Affected Customers:** CCSQ ServiceNow Internal Customers and Slack Customers

On Friday, July 22, at 4 PM ET, CCSQ ServiceNow will decommission the integration with CCSQ QualityNet Slack. You will no longer be able to create a CCSQ ServiceNow incident in Slack.

**What to expect?** Slack customers will no longer be able to use the '/create\_inc' command to create incidents in CCSQ ServiceNow directly from CCSQ QualityNet Slack.

If you have any questions, contact the Services and Operations Support (SOS) Team at 1-866-288-8914 or Slack: [#help-service-center-sos](#).

*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](mailto:ServiceCenterSOS@cms.hhs.gov)

Center for Clinical Standards and Quality (CCSQ)