



QualityNet | CCSQ ServiceNow



December 2, 2022

CCSQ ServiceNow Watchlist Proof of Concept

Affected Customers: Service Center Agents supporting HQR, EQRS, EPCS, iQIES/QIES, & QSEP

Good afternoon,

Thank you for attending the ServiceNow Watchlist Proof of Concept Demo yesterday! As mentioned, this functionality has been beneficial for improving communication between the QPP agents and their customers since it was released to their program on July 15, 2022.

Watchlist Proof of Concept:

- Provides Service Center agents the ability to add stakeholders to a watchlist on tickets, providing greater visibility throughout the ticket lifecycle
- Grants Service Center agents and ticket submitters the ability to edit watchlist entries on tickets

If you are interested in implementing this functionality for your program, [please submit a miscellaneous service request](#) in the CCSQ ServiceNow IT Service Catalog to add the watchlist functionality for your Program.

If you need additional information, Slack: #help-servicenow.

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)