



QualityNet | CCSQ ServiceNow



December 9, 2022

# New Support Central Feature – ‘Live Agent Chat’ Coming Soon!

**Affected Customers: CCSQ Support Central Customers**

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 will work, watch the [CCSQ ServiceNow Live Agent Chat video](#).



More information will be available in an upcoming Knowledge Article in CCSQ 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](mailto:ServiceCenterSOS@cms.hhs.gov)

Center for Clinical Standards and Quality (CCSQ)