

## CCSQ ServiceNow Watchlist Proof of Concept

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

Good afternoon,

The ServiceNow ART released the ServiceNow watchlist proof of concept to the QPP program on July 15, 2022. This enhancement has been beneficial for the QPP agents and their customers by allowing them to receive communications from added watchlist users who have questions beyond those addressed by the submitter in the original request.

### 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

We plan to demonstrate this functionality next week on Thursday, December 1, 2022, at 2:00-3:00 ET to provide more insight and answer any questions or concerns. You should have received an Outlook invitation to this demo on November 17th. If you have not and are interested in attending, please contact [Katherine.Edwards@ventechsolutions.com](mailto:Katherine.Edwards@ventechsolutions.com) to be invited.

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!

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Email:

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