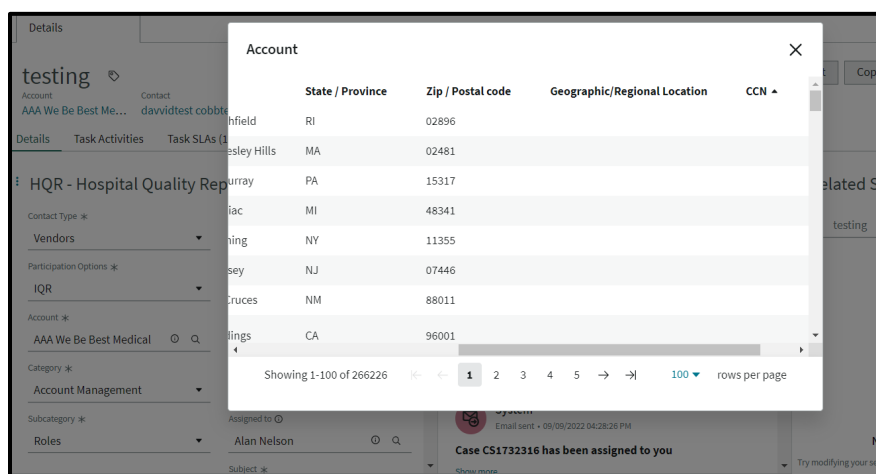
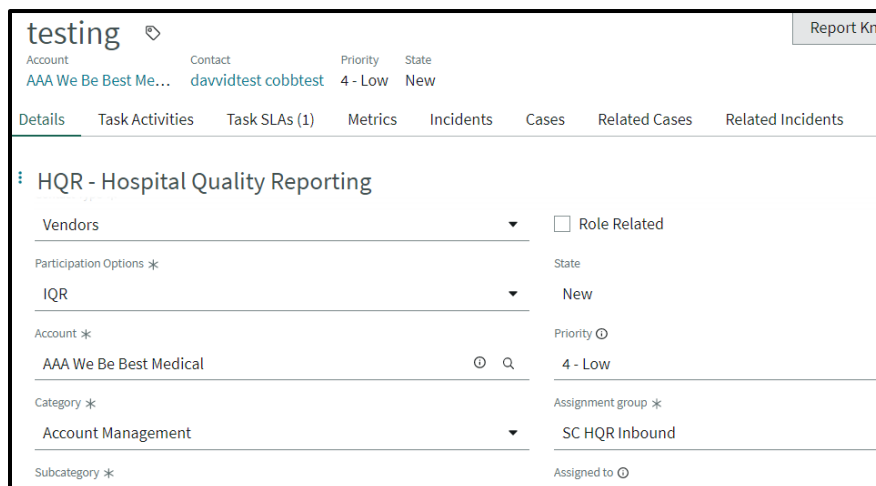


Agent Workspace – CCN Field Added to Search

Starting Friday, September 16, 2022, at 8:30 PM EDT, a CCSQ ServiceNow update will improve the efficiency of Agent Workspace by enabling the same CCN (CMS Certification Number) search functionality that is included in the ServiceNow Platform. The CCN search option is included in the Case Agent Workspace next to the 'Account' field. This update will save time when the Service Center agent is searching for a facility.



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)