

*Alert January 27, 2022*



## Update – Customer Email Replies to Case Notifications

**Affected Users:** All CCSQ ServiceNow Programs Using Case (except 1135)

An update was made to the system on January 25, 2022, at 8:30 PM EST to address the following issue.

**Issues Reported:** Some customer replies to ServiceNow notifications were being ignored by the system and were not showing up in the **Activities** section on the case form. This is due to duplicate contact records being generated using the same email address.

**What to Expect:** The ServiceNow team will monitor and perform routine maintenance to remove redundant customer profiles with the same email address in the system until a permanent fix can be applied. Notifications will appear in the **Activities** section on the case form as long as a duplicate account is not found in the system.

**Need Help?** If a customer reports that they have not received a response after replying to a notification, please contact CCSQ Service Center by phone at 1-866-288-8914, Slack at #help-service-center-sos, or by email at [ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov).

We will continue to work on this issue until it is permanently resolved.

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Save Time, Submit and Track your ticket online! Visit CCSQ Support Central. 

*If you need additional information, please contact us by phone at 1-866-288-8914, Slack at #help-service-center-sos, or by email at [ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov).*