

From: [ServiceNowComm](#)
Subject: CCSQ ServiceNow - New and Improved Customer Notifications!
Date: Friday, March 18, 2022 8:21:35 PM
Attachments:



QualityNet | CCSQ ServiceNow



March 18, 2022

New and Improved Customer Notifications!

**Affected Customers: CCSQ Service Center and QSEP Help Desk Customers and
CCSQ Service Center and QSEP Help Desk Customer Service Representatives**

On Saturday, March 19, 2022, CCSQ Service Center and QSEP Help Desk customers will start receiving new and improved email notifications providing updates on the status of their tickets.

Email enhancements include:

- Links to CCSQ Support Central and CMS QSEP Help Center
- Improved consistent guidance to customers for interacting with the agent assigned to their ticket
- Easy-to-use Call-to-Action (CTA) buttons
- Updated email content to include the reason for the customer's inquiry
- New notification for customers replying to a resolved or closed case with guidance on how to proceed
- Updated Service Center Contact information in footer of emails

For notification examples, view the [Job Aid titled: New Ticket Email Notifications Templates – Job Aid](#) in CCSQ ServiceNow. *Note: To view the Job Aid you will need to sign into your CCSQ ServiceNow account.*

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)

