

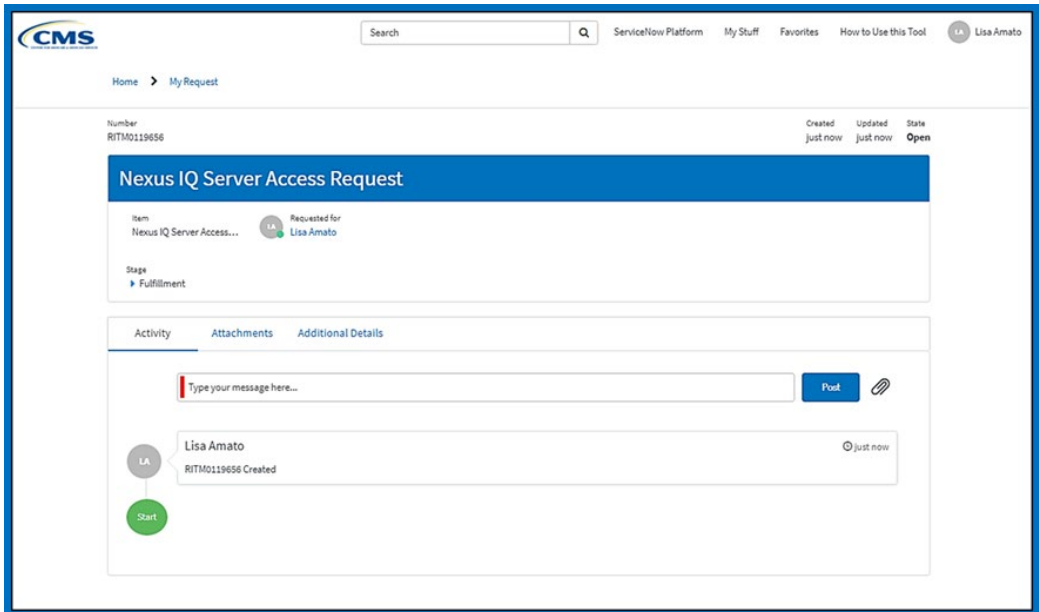
Service Portal Enhancements

Affected Customers: Service Portal Customers

On Saturday, April 16, 2022, CCSQ ServiceNow Service Portal customers will see a new enhanced customer-friendly view of their tickets once submitted.

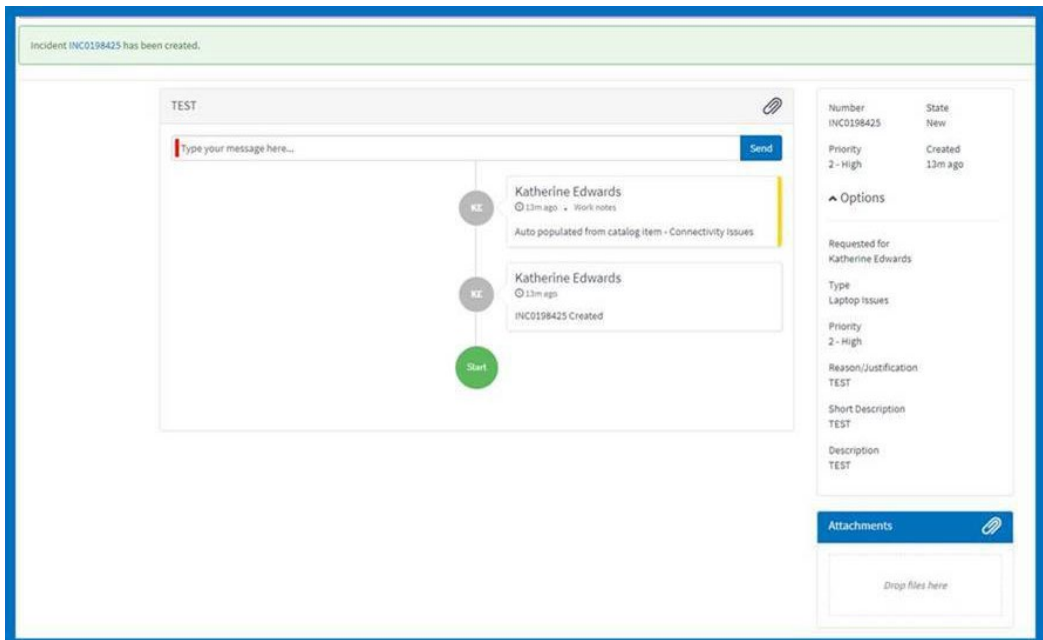
See details below for the Service Request enhancements:

- The Requested Item (RITM) number in the upper left corner.
- The creation of date/time, the current workflow state, and the priority are in the upper right corner.
- The Stage of Fulfillment: select the right-facing arrow to see the Fulfillment Stage.
- Three tabs:
 - **Activity:** Allows Customer to enter messages to the fulfiller that are then posted on the activity log of the Service Request in ServiceNow.
 - **Attachments:** Allows Customers to attach documents to the Service Request.
 - **Additional Details:** Presents the customer with a read-only view of the submitted fields to provide further information about the Service Request. This prevents the fulfiller field from being processed as empty.



See details below for the Incident enhancements:

- The Incident (INC) number, the creation of date/time, the current workflow state, and the priority are in the upper right corner.
- Three sections:
 - **Activity:** Allows Customer to enter messages to the fulfiller that are then posted on the activity log of the Incident in ServiceNow.
 - **Additional Details:** Presents the customer with a read-only view of the submitted fields to provide further information about the Incident. This prevents the fulfiller field from being processed as empty.
 - **Attachments:** Allows Customers to attach documents to the Incident.



For more information, view the Job Aid Titled: [Service Portal Ticket Confirmation Page](#). Note: To view Job Aids you will need to sign into your CCSQ ServiceNow account.