



QualityNet | CCSQ ServiceNow



July 6, 2022



Reported Issue

Incoming Emails Failing to Generate a Ticket

Affected customers: CCSQ Service Center and their customers utilizing email to create a ticket

The following issue has been reported and is currently being investigated.

Issue Reported: All incoming emails failed to generate a ticket for all case types in CCSQ ServiceNow.

Time Reported: July 4, 2022, at 8:05 AM ET.

What to Expect: Until this is resolved, the CCSQ ServiceNow Team will manually reprocess the emails that failed to create tickets.

We apologize for the disruption of service and are working quickly to resolve the issue.

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)