



Unplanned Outage Update

Incoming Emails Failing to Generate a Ticket

Affected customers: CCSQ Service Center, QSEP Help Desk, Q&A Help Desk and their customers utilizing email to create a ticket

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

Issue Reported: 151 incoming emails failed to generate a ticket for all case types in CCSQ ServiceNow. The following email addresses were affected:

- gpp@cms.hhs.gov
- igr@hsag.com
- helpdesk@qsep.org
- qnetsupport@hcqis.org
- qnetsupport@cms.hhs.gov
- ServiceCenterSOS@cms.hhs.gov
- qnetsupport-esrd@hcqis.org
- cmsqualitysupport@servicenowservices.com
- iQIES@cms.hhs.gov

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

What to Expect: 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)