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:

- qpp@cms.hhs.gov
- iqr@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.