

Alert February 10, 2022



Resolved – Customer Email Replies to Case Notifications

Affected Customers: All CCSQ ServiceNow Programs Using Case (except 1135)

An update will be made to the system on February 10, 2022, at 8:30 PM to resolve the following issue.

Issues Reported: Some customer replies to ServiceNow notifications were being ignored by the system and were not showing up in the **Activities** section on the case form. This is due to duplicate contact records being generated using the same email address.

What to Expect: For customers that have multiple accounts in ServiceNow, a fix has been applied to ensure replies to email notifications that are received by ServiceNow will be correctly captured in the **Activities** section of the case form if a valid contact record with the same email address is assigned to the case record.

If the email address associated with the customer reply is for an account that:

- Is the **Contact** field on the case, then the customer reply will display the First and Last Name associated to the account that sent in the reply.



Activities: 6 (Filtered)

AW Anne Wilson Additional comments • 02/09/2022 03:39:44 PM

reply from: anne.wilson@aew0514@gmail.com

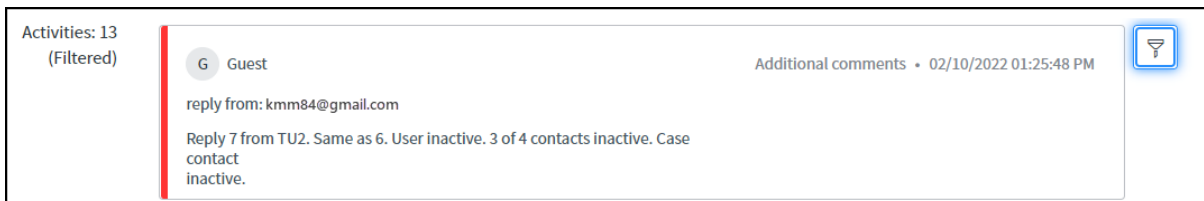
Going again....

On Mon, Feb 7, 2022, 10:28 AM Anne Wilson <anne.wilson@aew0514@gmail.com> wrote:

> *Case Opened*

>

- Is not the **Contact** field on the case, then the Activity update on the case record will display as 'Guest'.



Activities: 13 (Filtered)

G Guest Additional comments • 02/10/2022 01:25:48 PM

reply from: kmm84@gmail.com

Reply 7 from TU2. Same as 6. User inactive. 3 of 4 contacts inactive. Case contact inactive.

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)