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**July 15, 2022**

# CCSQ Support Central
# QPP Watchlist Updates

**Affected Customers:** QPP Service Center Agents

Starting July 15, 2022, at 8:30 PM ET, the following CCSQ Support Central enhancements will be implemented that will improve customer communication for QPP Ticket processing:

- **QPP Proof of Concept for Watchlist Functionality**
  Provides QPP Service Center agents the ability to add stakeholders to a watchlist on tickets, providing greater visibility throughout the ticket lifecycle.

- **Edit Watchlist Users (QPP)**
  Provides QPP Service Center agents and ticket submitters the ability to edit watchlist entries on tickets.

For more information, access the Knowledge Article titled: Master Article for CCSQ Support Central – Home Page in CCSQ ServiceNow and click the links to the following Knowledge Articles:
- KB0024770: CCSQ Support Central Create a New Ticket
- KB0024764: CCSQ Support Central Track an Existing Ticket

*Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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***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)**