From: CCSQ ServiceNow

To: CCSQ ServiceNow

Subject: [Ccsqservicenow] CCSQ Support Central New Features

Date: Friday, February 4, 2022 10:48:41 AM

Attachments: <u>image017.pnq</u>

image018.pnq image020.pnq ATT00001.txt

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February 4, 2022

CCSQ Support Central New Features

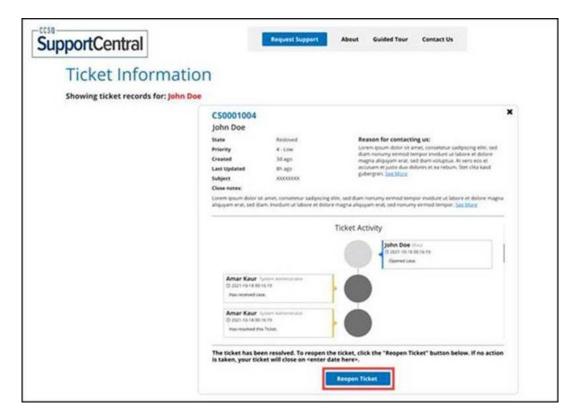
Affected Customers: All CCSQ Service Center Customers

On Monday February 7, 2022, CCSQ Support Central will introduce two new features that will enable customers to communicate real-time with the agent assigned to their ticket via-CCSQ Support Central without having to login. The new features include the ability to:

- Reopen resolved tickets
- Send comments and inquiries regarding their open tickets

The enhancements will increase customer satisfaction by enabling bi-directional communication, empowering customers and CCSQ customer service representatives to communicate directly with each other within the customer's ticket.

CCSQ Support Central customers will be able to reopen resolved tickets if they feel the ticket was not resolved to their satisfaction.



NOTE: Continue to follow your Personally Identifiable Information (PII) and Protected Health Information (PHI) procedures while sending and receiving comments via tickets in CCSQ ServiceNow.

For more information, view the <u>Knowledge Article Titled: CCSQ Support Central: Ability</u> for customers to send comments and reopen resolved tickets in CCSQ ServiceNow. *Note:* To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.



For further information regarding CCSQ ServiceNow modifications, please contact HCQIS Services and Support (SOS) at 866-288-8914 or by email at ServiceNow, or the CCSQ ServiceNow.