

**From:** [CCSQ ServiceNow](#)  
**To:** [CCSQ ServiceNow](#)  
**Subject:** [Ccsqservicenow] CCSQ Support Central New Features  
**Date:** Friday, February 4, 2022 10:48:41 AM  
**Attachments:** [image017.png](#)  
[image018.png](#)  
[image020.png](#)  
[ATT00001.txt](#)

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## QualityNet | CCSQ ServiceNow



*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.

CCSQ SupportCentral

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## Ticket Information

Showing ticket records for: **John Doe**

**CS0001004**

**John Doe**

<b>State</b>	Resolved	<b>Reason for contacting us:</b>
<b>Priority</b>	4 - Low	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Sit sita kasd gubergren. <a href="#">See More</a>
<b>Created</b>	33 ago	
<b>Last Updated</b>	8 days ago	
<b>Subject</b>	XXXXXXXX	

**Close notes:**  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Sit sita kasd gubergren. [See More](#)

**Ticket Activity**

**Amar Kaur** System Administrator

2021-10-18 08:16:19

Has resolved this Ticket.

→

**John Doe** Customer

13/2021-10-18 08:14:19

Opened case.

The ticket has been resolved. To reopen the ticket, click the "Reopen Ticket" button below. If no action is taken, your ticket will close on <enter date here>.

[Reopen Ticket](#)

**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 [Knowledge Article Titled: CCSQ Support Central: Ability 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.*

Save Time, Submit and Track your ticket online! Visit CCSQ Support Central.

For further information regarding CCSQ ServiceNow modifications, please contact HCQIS Services and Support (SOS) at 866-288-8914 or by email at [ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov), or the CCSQ ServiceNow Team via CCSQ QualityNet Slack [#help-ServiceNow](#).