

## **7.3 RELEASE NOTES**

### **Affected Customer Groups:**

- CCSQ Senior Leadership

### **Administrators Individual 1135 Waiver Report**

The following updates will be made to the Administrators Individual 1135 Waiver Report:

- Email subject line will display as: Administrators Individual 1135 Waiver Report - DD-MM-YYYY [Today's Date]
  - Email body content will be updated to include the report name and the report generation date in the format: MM-DD-YYYY HH:MM:SS AM/PM US/Eastern. (i.e., 01-20-2022 11:43:34 AM US/Eastern)
  - The PDF filename will be formatted as: Administrators\_Individual\_1135\_Waiver\_Report\_MM-DD-YYYY.pdf
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### **Affected Customer Groups:**

- 1135 Administrators

### **Administrators Individual 1135 Waiver Report**

- There is a new module in the 1135 Help Desk Administration section in ServiceNow called "1135 Homepage Distribution List." The new module allows the 1135 Administrators to maintain the distribution list of the individuals who will receive the Administrators Individual 1135 Waiver Report.
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### **Affected Customer Groups:**

- All CCSQ Service Center Customers

### **CCSQ Support Central New Features**

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.

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.*

**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.