

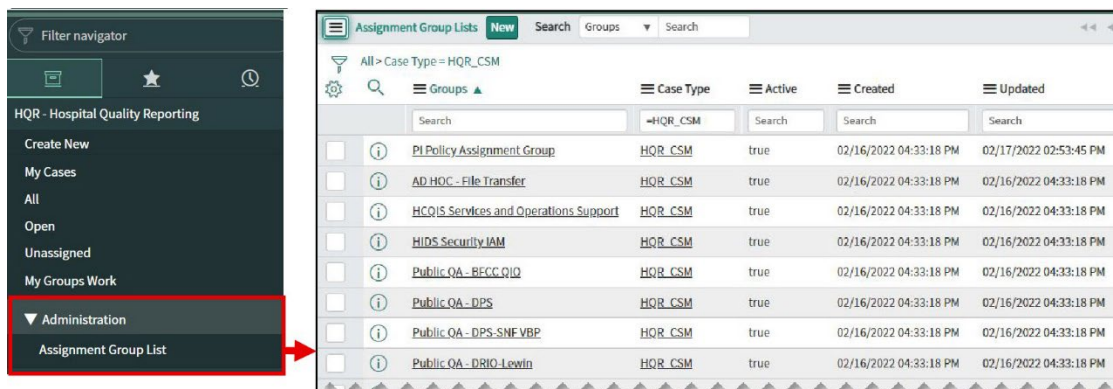
Limit Assignment Groups by Program

Affected Customers: Delegated Service Center administrators for the HQR, EQRS, iQIES/QIES/ASPEN & QSEP Programs

Starting Saturday, February 19, 2022, the Service Center Leads for each program will have the ability to determine which assignment groups populate in their assignment group dropdown for program specific case forms resulting in an improvement of overall efficiency and performance.

The update includes the following enhancements:

- An Administration module has been created for the Service Center Leads to be able to modify existing assignment groups for their program case form as needed.
 - This module is restricted to the delegated Service Center administrators for each program to add or remove assignment groups for HQR, EQRS, iQIES/QIES/ASPEN & QSEP programs.



Service Center agents may reach out to their Service Center Leads or delegated administrators if they need to add or remove groups.

- For more information, view the following Knowledge Articles Titled: [Limiting Assignment Groups by Program](#) and [Case Assignment Group List Administration](#) for in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

If you need additional information, contact us:

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