9.7 Release Notes for October 28, 2022

The following enhancements were completed during this iteration:

Affected Customers: CCSQ Service Center Agents and CCSQ Support Central Customers

CCSQ Support Central Update: Schedule a Call

Starting Friday, October 28, 2022, at 8:30 PM ET, CCSQ Support Central customers will be able to schedule a call with a CCSQ Service Center agent.

The new feature will provide the customer the ability to schedule a call back with a Service Center agent specific to their program. The enhancement provides a time-saving alternative to waiting in a queue for the next available agent. This aligns agent capacity with the customer needs to deliver the best customer experience possible.

To schedule a call:
1. Access CCSQ Support Central and click one of the Schedule a Call buttons.
2. Complete the Schedule a Call form and then click the Submit button.
3. A verification pop-up displays, and the customer also receives an email notification to verify the callback information.

For more information, review the [Knowledge Article titled: CCSQ Support Central Schedule a Call Back](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account*.

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The following maintenance tasks were completed during this iteration:

Affected customers: CCSQ ServiceNow Team

San Diego Patch 8 Upgrade

On Saturday, October 22, 2022, at 6:15 AM EDT, CCSQ ServiceNow was updated to include the San Diego Patch 8 Upgrade. As part of the ServiceNow Patching Program, ServiceNow automatically pushes patches to the environments.

ServiceNow Patches provide enhancements and security patching to the environment and will ensure that the production environment has the most current patch level to reduce the risk of potential vulnerabilities.

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Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow IT Catalog Item Updates

Starting Friday, October 28, 2022, at 8:30 PM EDT, CCSQ ServiceNow will update the following IT Catalog Items:

- **Assignment Group Management – Create a new Assignment Group Updates**

  The Contract Name field drop-down list and the Case Program Area field on the Create a new Assignment Group catalog item will be updated to include all programs.

- **ADO Onboarding – Contract Name Update**

  The duplicate 'QIES' entry in the Contract Name field drop-down list will be removed from SecDevOps ADO Onboarding Request catalog items.

- **Cloud Catalog Item Description Updates**

  The word 'Restore' will be removed from AWS Storage and the word 'AMI' will be removed from AWS Compute Services.