The following enhancements were completed during this iteration:

Affected Customers:
- CCSQ Service Center and QSEP Help Desk Customers
- CCSQ Service Center and QSEP Help Desk Customer Service Representatives

New and Improved Customer Notifications

On Saturday, March 19, 2022, CCSQ Service Center and QSEP Help Desk customers will start receiving new and improved email notifications providing updates on the status of their tickets.

Email enhancements include:
- Links to CCSQ Support Central and CMS QSEP Help Center
- Improved consistent guidance to customers for interacting with the agent assigned to their ticket
- Easy-to-use Call-to-Action (CTA) buttons
- Updated email content to include the reason for the customer's inquiry
- New notification for customers replying to a resolved or closed case with guidance on how to proceed
- Updated Service Center Contact information in footer of emails

For notification examples, view the [Job Aid titled: New Ticket Email Notifications Templates – Job Aid](#) in CCSQ ServiceNow. *Note: To view the Job Aid you will need to sign into your CCSQ ServiceNow account.*
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Affected Customers:
- 1135 Waiver/Flexibility Help Desk

1135 Waiver Fix for Convert to Inquiry

When an 1135 waiver is converted to an inquiry, 'Total # of Requests,' 'Approved,' and 'Denied' totals convert back to zero on the parent waiver case. Previously these totals did not revert to zero after conversion to an inquiry.
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Affected Customers:
- CCSQ ServiceNow System Administrators and HCQIS Services and Operations Support

New Reconcile Button for Customer Account Cleanup

A 'Reconcile Duplicates' button has been created for CCSQ ServiceNow System Administrators and HCQIS Services and Operations Support team members to consolidate multiple customer profile records.

This button searches the fields listed below for duplicate emails:

- Task – Assigned to, Opened by, and Closed by
- Request – Requested for
- Incident – Caller and Resolved by
- Case – Resolved by, Contact, and On Behalf of

Once the search is complete, all related records associated to the customer's email address are migrated to the primary customer profile.

For more information, view the [Knowledge Article Titled: Reconcile Duplicate User and Contact Records](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*
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Affected Customers:
- Security Points of Contacts, QualityNet Security Incident Submitters, Security Operations Center, and HCQIS Services and Operations Support

QualityNet Security Incident Updates

New enhancements have been made to the QualityNet Security Incident form to improve Security Incident submissions and enhanced visibility for Security Points of Contacts.

Enhancements include:

- SPOCs will have visibility into Security Incidents submitted by contractor staff for their organization.
- Updates were made to make both platform and portal views consistent.
- Added Organization fields to allow submitters to indicate the which organizations are reporting and are impacted by the security incident.
- Added 'My Organization Security Incidents' option under the menu 'My Stuff' in ServiceNow portal for SPOCs to view security incidents associated with their organization.
- Enabled the ability for the SOC to restrict Security Incident visibility from other customers.

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The following maintenance tasks were completed during this iteration:

Affected Customers:

- CCSQ Service Center

Deactivate Case Close Code for Internal Customers

Starting Saturday, March 19, 2022, CCSQ ServiceNow will deactivate the case close code 'Resolved (internal contact)' for the following case forms and programs: PQRS, EQRS, HQR, and Unsupported. The close code is no longer needed since internal customers can be associated to cases.

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Affected Customers:

- Public Q&A Portal Customers

Q&A Tool Update

On Saturday, March 19, 2022, updates will be made to the Ask a Question page in the Public Q&A Portal. The **Email Address** and **Confirm Email Address** fields have been updated to accept an apostrophe in a customer's email address.

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Affected Customers:

- HCQIS Services and Operations Support

Major Incident View Update

On Saturday, March 19, 2022, CCSQ ServiceNow Major Incidents will be updated to ensure the 'Major Incident' view is the default view associated with Major Incidents. The 'Outage' tab is only visible on the Major Incident view and remains hidden for standard incidents.

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