Release Notes 7.7 for April 1, 2022

The following maintenance tasks were completed during this iteration:

Affected Customers:

- CCSQ Service Center

On Friday, March 25, 2022, CCSQ ServiceNow Platform and Agent Workspace was updated to include the following:

- **CCSQ ServiceNow Case Management Update: Handle as Manual Proofing**

  An update will be made to ensure all Work Notes are saved and copied over from a case when converted to a manual proofing case.

- **Show Email Details Update**

  CCSQ ServiceNow will allow all Service Center agents to view email details when the "Show email details" link is selected on an email-related entry on the activity log of any case record.

- **Customer Emails for Converted Case Types**

  An update will be made to ensure customer replies and emails are added to the Activity section of the correct case form when a case is converted to a different case type.

- **Convert Case Type Functionality Restored**

  CCSQ ServiceNow has restored the functionality when converting case types so that handling is determined based on the target case type field requirements.

  - The values for the following fields are copied over to the new case form if matching field and field value are found:
    - Program Sub-Type (iQIES only)
    - Contact Type
    - Participation Options
    - Category
    - Subcategory
    - Subject

  - For any non-matching field and field values, the information will be copied in the Activity section of the ticket form for historical reference.

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Affected Customers:

- QSEP Help Desk Customer Service Representatives

QSEP Customer Notification Update

Starting Friday, March 25, 2022, at 8:30PM ET, the following QSEP email notifications were updated:

- Resolved Ticket Confirmation email notification
- Auto-response to Resolved ticket email notification

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Affected Customers Groups:

- CCSQ ServiceNow Team

Quebec Patch 10 Upgrade

On Saturday, March 26, 2022, CCSQ ServiceNow was updated to include the Quebec Patch 10 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 Service Center Leads
- ServiceNow Knowledge Admins

Enable 'Can Read' and 'Cannot Read' for Knowledge Base Articles

Starting Monday, April 4, 2022, CCSQ ServiceNow will enable ServiceNow knowledge administrators to set read access permissions at the knowledge article level. This will offer knowledge administrators the ability to limit the audience on documentation that requires different levels of access.

For more information, view the Knowledge Article Titled: ServiceNow Knowledge Article Fields in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*