



QualityNet | CCSQ ServiceNow



April 1, 2022

CCSQ ServiceNow Updates

On Saturday, April 2, 2022, the following CCSQ ServiceNow maintenance tasks will be completed:

- CCSQ ServiceNow Case Management Update: Handle as Manual Proofing
- Show Email Details Update
- Customer Emails for Converted Case Types
- Convert Case Type Functionality Restored
- QSEP Customer Notification Update
- Quebec Patch 10 Upgrade
- Enable 'Can Read' and 'Cannot Read' for Knowledge Base Articles

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page located in the QualityNet Collaboration Hub.

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

VISIT CCSQ Support Central



Email:

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Center for Clinical Standards and Quality (CCSQ)