

Release Notes 8.7 for July 8, 2022

The following enhancements were completed during this iteration:

Affected Customers: QPP Service Center Agents

QPP Case Type Form for Agent Workspace

Starting Friday, July 8, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement Agent Workspace for the QPP Case Type form. Agent Workspace will enhance the agent experience by providing a simplified user interface (UI) tailored to their needs and allowing them to simultaneously work multiple tickets at the same time within a single browser.

Agent Workspace will increase customer satisfaction and improve agent efficiency by:

- Resolving issues faster so providers can continue to do what they do best, save lives!
 - Work concurrently on multiple issues at the same time.
 - Greater visibility into updates.
 - Better user-interface in an easy-to-use intuitive layout.
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Affected Customers: HCQIS Services and Operations Support (SOS)

New 'Business service' Field on the Major Incident Form

Starting Friday, July 8, 2022, at 8:30pm (ET), a new field titled 'Business service' will be added to the Incident form so SOS members can indicate which service is impacted for a major incident.

The 'Business service' field is a search/reference field and will not be visible on the regular Incident form. The field becomes visible when escalated to a major incident.

This update will provide the business service impacted for more accurate trending and reporting data on major incidents.

The following maintenance tasks were completed during this iteration:

Affected Customers: Service Center Managers for CCSQ Service Center, QSEP Help Desk, and QIES/iQIES/ASPEN Service Center

Synchronize Assignment Group List table to Group Table

On Friday, July 8, 2022, at 8:30pm (ET), a CCSQ ServiceNow update will be made to synchronize the Assignment Group List table with the Group Table.

Changes in the Group Table will be immediately reflected in the Assignment Group List view. Assignment Group managers no longer have an additional step to make changes in the Assignment Group List view.

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central Update – Additional Comments

Starting Friday, July 8, 2022, at 8:30pm (ET), a CCSQ ServiceNow update will ensure additional comments are added to a new ticket from CCSQ Support Central which has not been verified by the agent.

This will ensure additional comments are always added to a ticket when it is created in CCSQ Support Central using the 'Create a New Ticket' functionality.

Affected Customers: All Service Center Agents

Case Form Update – 'Assigned to' Field

Starting Friday, July 8, 2022, at 8:30pm (ET), a CCSQ ServiceNow update will make the 'Assigned to' field mandatory on the Case Form when resolving a case.

This will ensure resolved cases are properly documented and agents will be notified when a case is reopened.

Affected Customers: Jira Customers

Jira Integration Update – 'Caller' Field

Starting Friday, July 8, 2022, at 8:30pm (ET), a CCSQ ServiceNow update will prevent reporter information from populating in the 'Caller' field on Incidents instead of the contact information on the Jira ticket.

This will ensure:

- Correct contact information is added to the 'Caller' field for Incidents created from Jira.
 - Notifications will be sent to the correct contact as listed in the 'Caller' field.
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Affected customers: 1135 Waiver Administrators, 1135 Group Members, and 1135 Group Managers

1135 General Waiver Updates

Starting Friday, July 1, 2022, the following three updates were made that impact the functionality and reporting for 1135 General waivers.

- **1135: Conditional Blanket Waivers Update**

The 'Blanket Waiver' field was updated (checked) on Child Waivers that are identified as Conditional Blanket Waivers for specific states (locations) for Waiver Types by Public Health Emergencies (PHEs).

1135 Administrators will have the ability to determine if a Conditional Blanket Waiver should be identified as a Blanket Waiver on a case-by-case basis in CCSQ ServiceNow.

- **'Resolve As SPAM' Button**

The 'Resolve As SPAM' button will only be visible to 1135 Administrators and 1135 Group Managers on General Waivers.

- **1135 Administrator Individual Waiver Report Titles**

The word 'Total' is repeated in some 1135 Administrator Individual Waiver report titles and was corrected to read 'Total # of Waiver Requests'.