



CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- QPP Case Type Form for Agent Workspace
- New 'Business service' Field on the Major Incident Form

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- Synchronize Assignment Group List table to Group Table
- CCSQ Support Central Update – Additional Comments
- Case Form Update – 'Assigned to' Field
- Jira Integration Update – 'Caller' Field
- 1135 General Waiver Updates
 - 1135: Conditional Blanket Waivers Update
 - 'Resolve As SPAM' Button
 - 1135 Administrator Individual Waiver Report Titles

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



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