

Release Notes for September 2, 2022

The following enhancements were completed during this iteration:

Affected Customers: CCSQ ServiceNow Internal Customers

CCSQ ServiceNow Group Management Update – Inactivity Notifications

Starting Friday, September 2, 2022, at 8:30 PM EDT, CCSQ ServiceNow will provide automated email notifications to group managers when a support group member is at risk of being deactivated due to inactivity, improving the group managers' awareness of changes to their ServiceNow group.

The notifications will be sent to the group manager or group email with a list of group members that are at risk of deactivation due to inactivity within CCSQ ServiceNow.

The schedule for these notifications is as follows:

1. First notification at day 30
2. Then, notifications every subsequent 7 days until day 60
3. Last notification on day 60 that the subject members have been retired from their group(s)

Affected Customers: Public Q&A Tool Submitters and Q&A Agents

New Inpatient Quality Reporting (IQR) Topic Added to the Q&A Portal - Hip/Knee PRO-PM

Starting Wednesday, August 31, 2022, at 8:30 PM EDT, public Q&A submitters will be able to select a new topic titled 'Hip/Knee PRO-PM' for the 'IQR- Inpatient Quality Reporting' Program in the Ask a Question form of the public Quality Q&A Tool.

This enhancement to the Q&A portal will improve customer interactions and help reduce response time by directing questions to the appropriate IQR group.

The following maintenance tasks were completed during this iteration:

Affected Customers: CCSQ ServiceNow Service Center Agents

- **Work Notes Emails to 'Assigned to' Agents**

Starting Thursday, August 25, 2022, at 8:30 PM EDT, CCSQ ServiceNow will no longer trigger an email notification to the 'Assign to' agent when the 'Work notes' field is updated by another agent. This will reduce the potential exposure of sensitive information that may have been included in the work notes.

The 'Assign to' agent will continue to receive an email notification that includes the 'Additional comments' when that field is updated by another agent.

- **User/Contact Record Update – Business and Mobile Phone**

Starting Friday, September 2, 2022, at 8:30 PM EDT, a new phone number format for phone extensions will display in the 'Business phone' and 'Mobile phone' fields for new and existing User/Contact records in CCSQ ServiceNow.

The old phone format (XXX)XXX-XXXX Ext: XXXX will be replaced with a new format (XXX)XXX-XXXX-XXXX for phone extensions.

- **'Create Knowledge' Button Update**

Starting Thursday, August 25, 2022, at 8:30 PM EDT, CCSQ ServiceNow will update the 'Create Knowledge' button as follows:

- In Agent Workspace, the 'Create Knowledge' button will be replaced with the 'Report Knowledge Gap' button.
- In Platform view, the 'Create Knowledge' button will be removed.