

Off-Cycle Release Notes for August 12, 2022

The following enhancement was completed during this iteration:

Affected Customers: EPCS Service Center Agents

New Custom EPCS Case Form

Starting August 12, 2022, at 8:30 PM EST, EPCS Service Center agents will receive access to new functionality for creating and managing EPCS cases in CCSQ ServiceNow.

The EPCS custom Case form will improve the customer and agent experience by displaying only EPCS relevant fields and categorizations. This will streamline data entry for agents, optimize search and reporting capabilities resulting in shorter call times.

The custom EPCS Case form includes:

- Capability to easily reassign cases to other programs.
- Refined lists of categories and subcategories specific to EPCS cases.
- A “My Groups Work” list for case types that will show tickets assigned to EPCS.
- Customized list view of EPCS cases.

For more information and EPCS training resources, review the [Knowledge Article titled: Master Article - Electronic Prescribing for Controlled Substances \(EPCS\) Case](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

The following maintenance tasks were completed during this iteration:

Affected Customers: CCSQ ServiceNow Internal Customers

- **User/Contact Record Update – Adding a Phone Extension**

Starting August 12, 2022, at 8:30 PM EST, a new phone number format for phone extensions is required in the ‘Business phone’ and ‘Mobile phone’ fields when updating a User/Contact record in CCSQ ServiceNow.

When hovering over those fields, the following message will display:

“Mandatory – ‘Ext’ can no longer be used, to enter extension please use this format (xxx)xxx-xxxx-xxxx.”

- **Case Record Update – Email Footer**

Starting August 12, 2022, at 8:30 PM EST, when composing an email for a Case record through the CCSQ ServiceNow platform, the email footer will accurately display content that was previously missing. This update will help maintain email footer consistency throughout the CCSQ ServiceNow platform.