# CCSQ ServiceNow Updates

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

- CCSQ Support Central Update: Live Agent Chat
- ServiceNow Health Scan Performance Remediation Updates
- Agent Workspace Update: Add Approve and Reject Options for Service Request Items (RITMs)

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

- Deactivate Duplicate HARP/SN Full Automation Catalog Item
- Agent Workspace Update: Remove Case Assigned-to When Assignment Group Changed

For additional information on these changes, please view the full Release Notes on the CCSQ ServiceNow page.

*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:*
*ServiceCenterSOS@cms.hhs.gov*

**Center for Clinical Standards and Quality (CCSQ)**