

CCSQ ServiceNow Updates

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

- Agent Workspace Enhancement: New 'Open Requests' View

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

- CCSQ ServiceNow Self Service Portal – Service Requests Update
- CCSQ ServiceNow Self Service Portal – 'Other' Text Field Available for Security Incidents
- CCSQ ServiceNow Security Update
- Rename Account Administrator List to Security Official List
- New 'Business service' Field on the Incident Form
- CCSQ Support Central Schedule a Call – 508 Compliance Updates
- Email Handler Update: CCSQ ServiceNow No Longer Processing Inbound Emails to @hcqis.org Domain

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:

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