



QualityNet | CCSQ ServiceNow



February 25, 2022

New CCSQ Service Center Survey Questions and Dashboard

Affected Customers: CCSQ Service Center Agents and CMS Service Center Leads

Beginning Saturday, February 26, 2022, CCSQ ServiceNow is updating the customer satisfaction survey questions for the following programs that are currently using the surveys:

- HQR
- EQRS
- IQIES
- QIES (Legacy)
- ASPEN
- QPP

This will provide continuous improvement by focusing on the CCSQ Service Center customer experience.

The update will provide:

- A link to the new survey in the closed case email notifications to CCSQ Service Center customers when their ticket has been closed.
- New dashboards and reports with updated data reflecting the new survey responses for each CCSQ program that was using the previous survey. Access to the survey responses, dashboards, and reports will not change.

If you have any questions or issues, please submit a ticket through [CCSQ Support Central](#).

For additional information on the survey form, the following Knowledge Article is available, [Knowledge Article Titled: Case Closed Email Notification Service Center Survey Form](#), in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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

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Center for Clinical Standards and Quality (CCSQ)