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March 24, 2023

It's Here!
New Custom Enterprise Services (ES) Case Form

Affected Customers: CCSQ Services and Operations Support (SOS) Team and Service Center Agents

Starting Friday, March 24, 2023, after 10:00 PM ET, CCSQ ServiceNow Service Center agents will receive access to new functionality for creating and managing ES cases in CCSQ ServiceNow.

The new custom ES Case form will:
- Streamline data entry for customer service representatives and optimize search and reporting capabilities resulting in shorter call times and improved customer experience.
- Improve categorization for the SOS team to distinguish ES cases from other Case types.
- Direct cases to the SOS Team that are submitted by an internal or external contact and are not related to a specific program.

The custom ES Case form will include:
- Refined lists of categories and subcategories specific to ES cases.
- A "My Groups Work" list for Case types that will show tickets assigned to SOS.
- Customized list view of ES cases.
- Capability to easily reassign cases to other programs.
- Availability to create a ticket or access tickets via CCSQ Support Central.
- Access to the Case form via Agent Workspace.

For more information and ES Case form training resources, review the Knowledge Article titled: Master Article – Enterprise Services (ES) Case in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*