

CCSQ Support Central Update: New 'Close Ticket' Button


Affected Customers: CCSQ Support Central Customers and CCSQ Service Center Agents

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update that will allow a customer to close their own Cases, Incidents (INCs), and Requested Items (RITMs) from CCSQ Support Central in the Track a Ticket list view.

A new 'Close Ticket' button will display on the Ticket Information page that lists their ticket records. The 'Close Ticket' button will allow customers to close their own tickets when the solution provided is acceptable. This button will be available for tickets in all Ticket Statuses except Closed.

Ticket Number	Ticket Status	Date Created	Last Updated	Subject	More Info
CS2020922	Closed	08/17/2023 09:52:28 AM	08/17/2023 10:43:21 AM	fdfd	View Ticket Activity
CS2020921	Closed	08/17/2023 09:51:48 AM	08/17/2023 11:44:34 AM	trtrtr	View Ticket Activity
CS2020919	New	08/17/2023 09:33:07 AM	08/17/2023 09:33:07 AM	Test	View Ticket Activity Close Ticket

Previous 1 Next



This will reduce the ticket volume and save time for the Service Center agents while providing CCSQ Support Central customers the control to close their own tickets.

For more information, review the Knowledge Article: [CCSQ Support Central - Track an Existing Ticket Form](#) in ServiceNow and related Knowledge Articles 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