

## **Release Notes 13.8 for October 20, 2023**

### **The following enhancements will be completed during this iteration:**

**Affected Customers:** CCSQ Service Center Agents and CCSQ ServiceNow Portal Customers

#### **CCSQ ServiceNow Self-Service Portal: 'My Stuff' Update and New 'View in Platform' Button for**

On Friday, October 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will add new functionality to the CCSQ ServiceNow Self-Service Portal Home page.

- Customers will see a new table titled 'My Cases' listing all their cases. Click on each individual case link to view the related case activity and attachments.
- Customers will also be able to view all their open and closed case information such as the Assignment Group, current State, date/time of each Case. Just click the header (upper right-hand tab) called 'My Stuff,' and then click 'My Cases.'

This added functionality will provide customers the convenience of accessing their Case information on their own instead of calling the Service Center for Case status updates.

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**Affected Customers:** CCSQ ServiceNow Self-Service Portal Customers

#### **CCSQ ServiceNow Self-Service Portal Guided Tour Update**

On Friday, October 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the Self-Service Portal Guided Tour which is accessed through the "How to Use this Tool" link at the top-right corner of the Home Page. The language will be updated to include Security Incidents, Approvals, and Cases under 'My Stuff' and Security Incidents, and Cases on the CCSQ ServiceNow Self-Service Portal Homepage.

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**Affected Customers:** CCSQ Support Central Customers, HCD, and the CCSQ Service Center Teams

#### **CCSQ Support Central: Schedule a Call/Virtual Chat External Customer Satisfaction Surveys**

On Friday, October 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the Customer Satisfaction Surveys on CCSQ Support Central. The main objective of the survey information collection is to gain qualitative and quantitative data from customers who frequently visit the website to schedule a call or use Virtual Chat. After scheduling a call or a completing a Virtual Chat, randomly selected customers will receive a pop-up window inviting the customer to take a brief 2-minute survey. The survey invitation is then triggered to repeat at 90-day intervals.

The customer survey feedback will help improve design quality and assess the interactive experience to provide the Service Center teams with data-driven feedback to further improve the customer experience.

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**Affected Customers:** 1135 Report Recipients and 1135 Administrators and Group Managers

#### **1135 Waivers: Administrator's Report per PHE – New Executive Summary Section**

On Friday, October 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the 1135 Waiver Report so that 1135 Administrators and Group Managers will be able to provide weekly updates to the Executive Summary option within ServiceNow. This information will accompany its related PHE Reports upon distribution of the PHE Specific Reports so that they may provide additional details as an Executive Summary to those receiving the Reports.

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## **The following maintenance tasks will be completed during this iteration:**

**Affected Customers:** 1135 Waiver Public Portal Customers and 1135 Waiver Agents

### **1135 Waiver Public Portal: 'Add Another Waiver Request' Field Update for the Visual Impaired**

On Friday, October 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the functionality of the 'Add Another Waiver Request' button on the 1135 Waiver Public Portal. When a visually impaired customer clicks the 'Add Another Waiver Request' button, the screen reader will function as intended and navigate to the next required field to create the additional Waiver.

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**Affected Customers:** CCSQ ServiceNow Customers

### **508 Compliance Updates to Q&A and QSEP for the Visual Impaired**

On Friday, October 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement 508 Compliance updates for the visual impaired to QSEP and the Q&A Portal as follows:

- QSEP Form fields and the Q&A Portal fields will have a message indicating the number of characters left for the associated field so that the information can be announced automatically via Screen Reader.
  - Q&A Portal heading categories will have larger text for easier viewing.
  - Q&A confirmation pages will reflect a more appropriate title called 'Your Request has been Received.'
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**Affected Customers:** CCSQ Support Central Agents and Fulfillers

### **CCSQ ServiceNow: Email Validation for Catalog Requests**

On Friday, October 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update that requires the customer to complete the 'Requested Email Address' field with a valid email address. An error message will appear for invalid email address formats when submitting a Catalog Request form. This update will ensure a valid email format is submitted.

The affected Catalog items in this update include:

- Create Contact For CSM Outlook
  - Create Security Incident
  - Edit Assignment Group Attributes
  - Email Distribution List and Shared Inbox
  - Individual Contractor Offboarding Requests
  - Production Data Management PDM
  - Submit QSEP Support Ticket
  - User Management
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