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October 20, 2023

CCSQ ServiceNow Updates

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

- CCSQ ServiceNow Self-Service Portal: 'My Stuff' Update and New 'View in Platform' Button for Customer
- CCSQ ServiceNow Self-Service Portal Guided Tour Update
- CCSQ Support Central: Schedule a Call/Virtual Chat External Customer Satisfaction Surveys
- 1135 Waivers: Administrator's Report per PHE – New Executive Summary Section

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

- 1135 Waiver Public Portal: 'Add Another Waiver Request' Field Update for the Visual Impaired
- 508 Compliance Updates to Q&A and QSEP for the Visual Impaired
- CCSQ ServiceNow: Email Validation for Catalog Requests

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:
ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)