

Coming Soon!

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.

More information will be available in an upcoming Knowledge Article in CCSQ.

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