

CCSQ ServiceNow Next Experience User Interface (UI)

Affected Customers: CCSQ ServiceNow Platform Customers

On January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will upgrade to the Next Experience UI. This upgrade will not cause any system downtime, and customers will be able to continue using the CCSQ ServiceNow Platform while the upgrade is implemented.

Why is this upgrade happening?

CCSQ ServiceNow is upgraded periodically to ensure that CCSQ ServiceNow customers have continued access to support services and the latest ServiceNow features.

Where can I view the changes that are part of this upgrade?

The links below will guide the ServiceNow Platform customers in navigating and utilizing the Next Experience UI:

- [Next Experience User Interface Overview](#)
- [Next Experience UI – Unified Navigation](#)
- [Next Experience UI – Additional Menus](#)
- [Next Experience UI – Workspaces](#)

For more information, review the [ServiceNow Next Experience UI Frequently Asked Questions \(FAQ\)](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

What's next?

You will receive additional emails with more details about the functionality that will be introduced with the upgrade to the Next Experience UI.

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