

Release Notes 15.2 for March 28, 2024

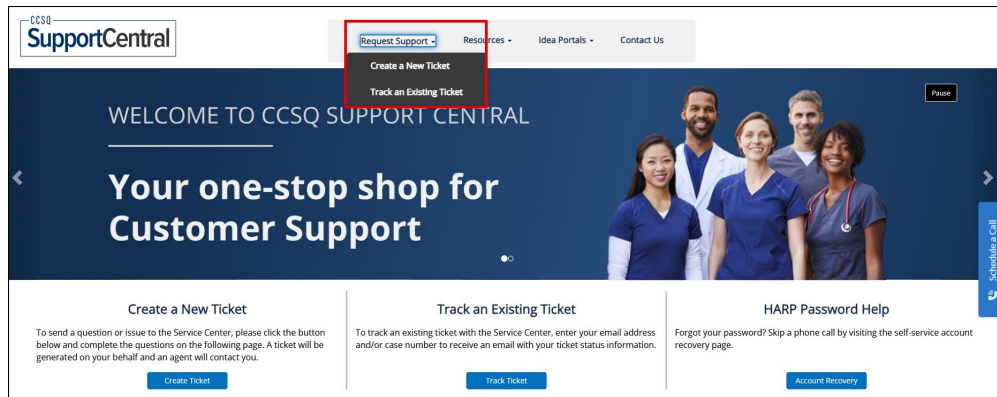
The following enhancements will be completed during this iteration:

Affected Customers: CCSQ Support Central Customers

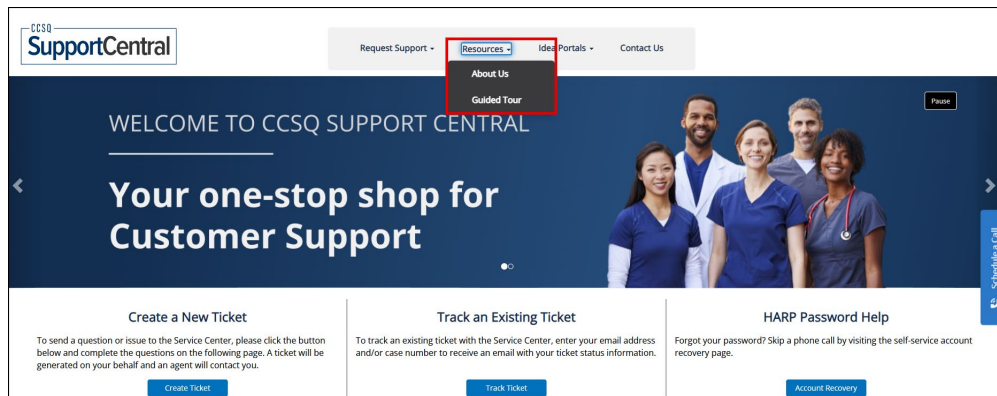
CCSQ Support Central: Top Navigation Updates

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the following top navigation menu options on CCSQ Support Central:

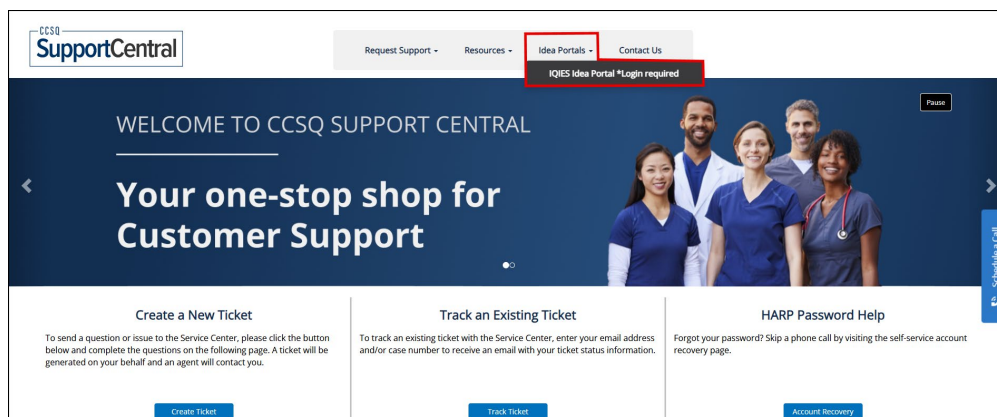
- The 'Request Support' dropdown will be updated to include 'Create a New Ticket' and 'Track an Existing Ticket.'

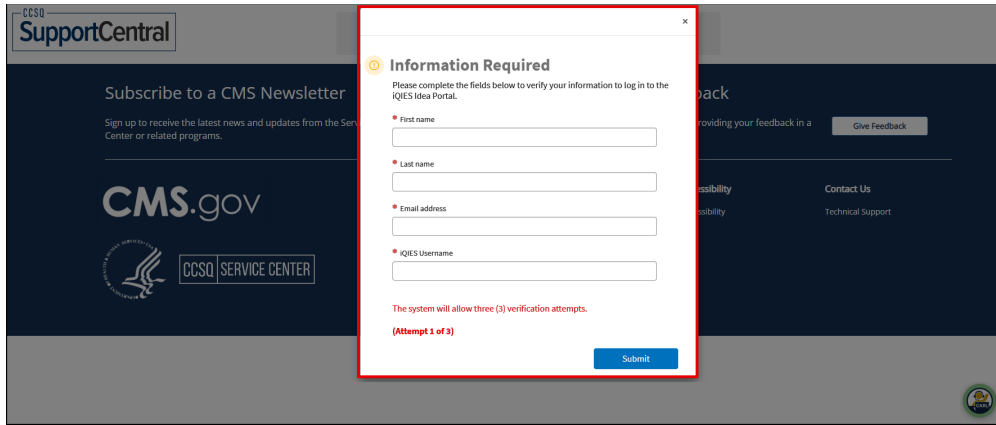


- The 'Resources' dropdown will be added and include 'About Us' and 'Guided Tour.'



- When selecting the appropriate 'Idea Portal' from the dropdown list, customers will receive a login pop-up prompting them to enter their information to log into the Idea Portal selected.



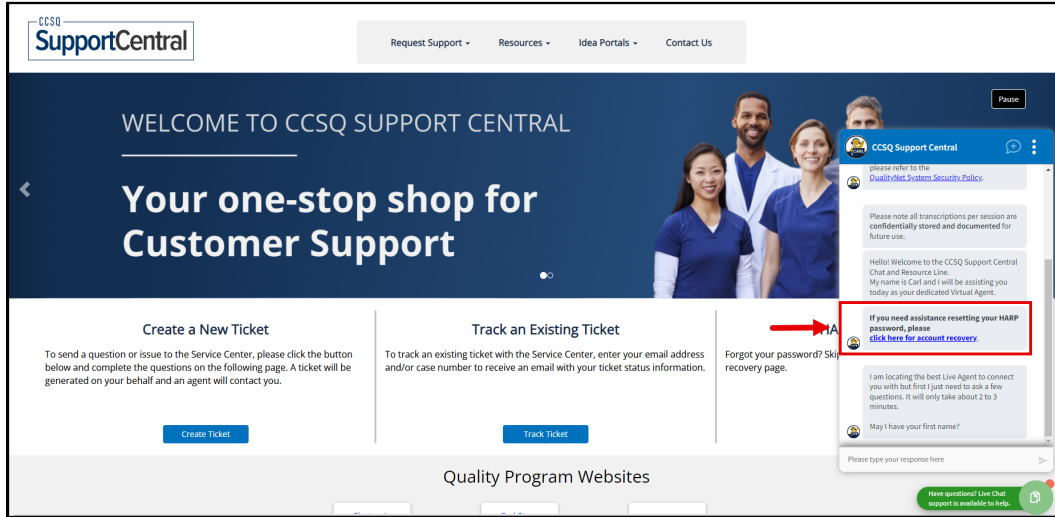


These updates will improve the CCSQ Support Central Customer's experience by providing more intuitive navigation.

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central - Virtual Agent: HARP Redirect Update

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Virtual Agent on CCSQ Support Central. There will be a new prompt to the customer providing a link redirecting them to the HARP Self-Service Portal to resolve basic HARP account requests.



HARP Self-Service Portal



For more information, review the Knowledge Article titled [Virtual Agent and Connecting with Live Agent](#) for CCSQ Support Central after the update is completed on March 28, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

The following maintenance tasks will be completed during this iteration:

Affected Customers: -CCSQ ServiceNow iQIES Idea Managers

JIRA/CCSQ ServiceNow: Idea Integration Update

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to ServiceNow JIRA 'Idea States.' The ServiceNow 'State' field will be 'Read Only' once the JIRA ticket is created. To request additional information from the customer, press the "Request Info" button and enter additional comments.

After the 'Request Info' button is pressed, and additional comments are entered, the 'State' is set to 'Need more information', and an email notification is sent to the idea submitter requesting additional information. When the submitter responds with the requested information, the State will revert to its previous value.

State Mapping Between Jira and ServiceNow

Jira State	ServiceNow Idea State
N/A	Draft
N/A	Submitted
N/A	Need More Information
N/A	Under Review
Backlog	In backlog
Funnel	Planned
Implementing	In Development
Done	Completed
Abandoned	Unlikely to implement
Abandoned	Duplicate
Abandoned	Already Exist
Production Ready	Completed
Deployed to Prod	Completed
Deployed	Completed
PI Ready	Planned
Feature Definition	Planned
Feature Refinement	Planned
Feature Deep Dive	Planned
Blocked	Need More Information

For more information, review the Knowledge Article titled [CCSQ Global - iQIES Idea Managers How-To](#) for CCSQ Support Central after the update is completed on March 28, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: CCSQ ServiceNow System Teams

CCSQ Service Now: Xplore Installation

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will install Xplore (developer's tool) in the ServiceNow Production environment.

The Xplore Installation update will free teams from reinstalling in lower environments after the clone.

Affected Customers: CCSQ ServiceNow System and Security Teams

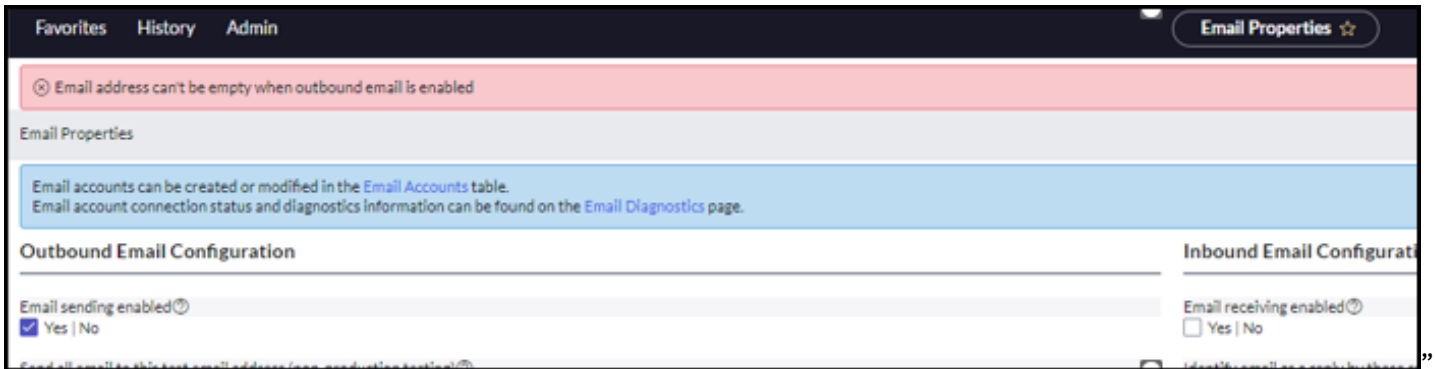
Enable Security Center in Production

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the Security Center in the Production Environment. By enabling scheduled jobs, administrators will automate scans from the 'Security Center.'

Affected Customers: CCSQ ServiceNow Systems and Training Teams

CCSQ ServiceNow: Email Properties Update

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 'Email Sending Enabled' property on ServiceNow. Without adding at least one email address when 'Email sending enabled' is checked for outbound email configuration, this will prevent the form from being submitted.



Affected Customers: CCSQ ServiceNow Q&A Portal Customers

CCSQ ServiceNow Q&A Portal: New Program Added – Rural Emergency Hospital Quality Reporting (REHQR)

On April 4, 2024, at 8:30 PM ET, CCSQ ServiceNow will add a new Program called, 'REHQR - Rural Emergency Hospital Quality Reporting', to the Q&A Portal.

The program will be added to:

- The Knowledge Base labelled, 'Hospitals - Rural Emergency' will be added to 'Browse Program Article' and 'Program Knowledge Bases' dropdowns.
- 'REHQR - Rural Emergency Hospital Quality Reporting' will be added as a new 'Program' dropdown on the 'Ask A Question Page.'