August 2, 2024

CCSQ ServiceNow Updates

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

- Agent Workspace Migration to CSM Configurable
- CCSQ ServiceNow: Automated Testing Framework (ATF) Platform - All Case Type Update
- CCSQ Support Central: Live Agent Chat 'CARL' Updates
- CCSQ Support Central: HQR Idea Portal
- CCSQ ServiceNow: Knowledge Notification Structure

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

- CCSQ ServiceNow: Major Incident Updates
- CCSQ ServiceNow: Subscription Management Update
- CCSQ ServiceNow: Restricted Access to Custom Tables
- CCSQ ServiceNow: 1135/CMCS Waiver Updates
- ESS Portal: Self-Service Portal 'Incident Form' Update
- CCSQ ServiceNow: Case Centric Script Update
- CCSQ ServiceNow: QPP Incident Creation for Automation Failure

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:
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Center for Clinical Standards and Quality (CCSQ)