QualityNet | CCSQ ServiceNow

servicenow. | for CCSQ

January 8, 2023

Deployment Successful

CCSQ ServiceNow
Next Experience User Interface (UI)

Affected Customers: CCSQ ServiceNow Customers

On January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow was upgraded to the Next Experience UI.
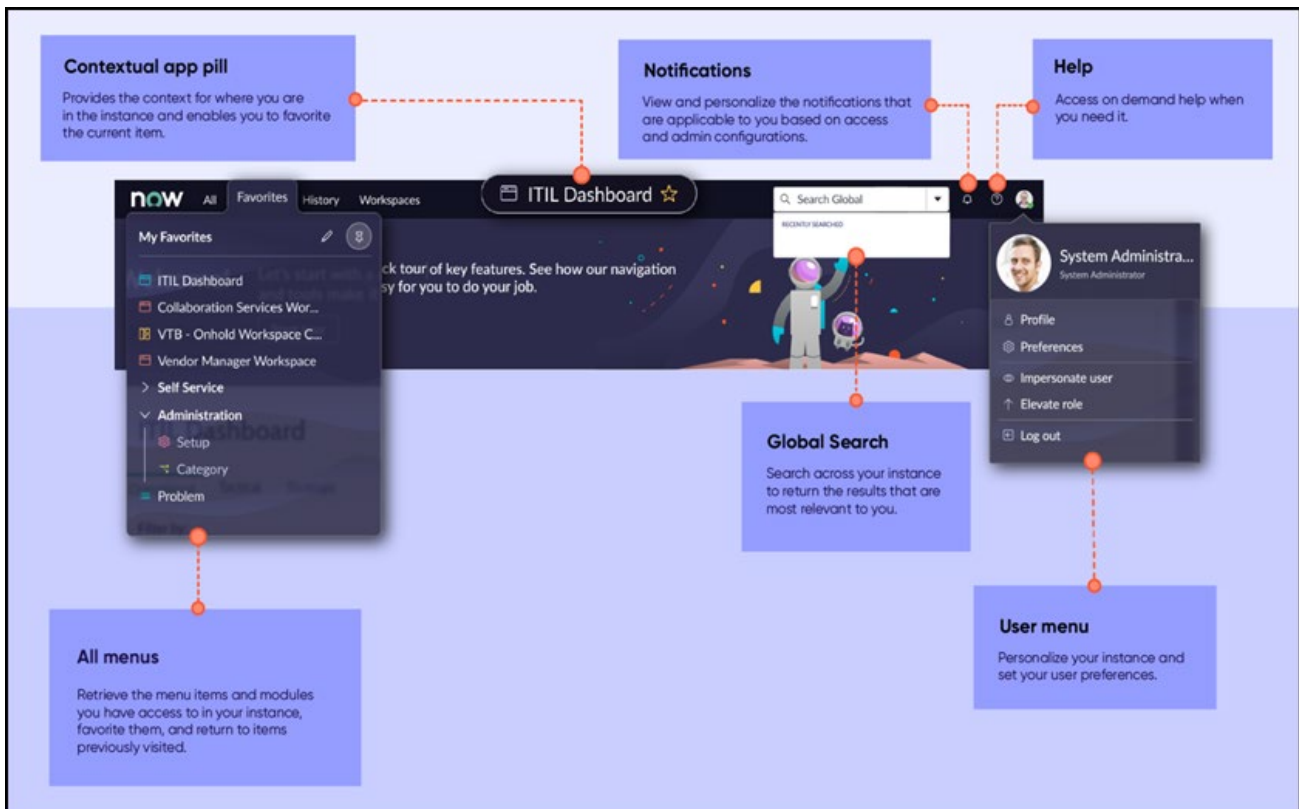
Why is this upgrade happening?

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

What are some of the enhancements included in the upgrade?

Customers can expect some new functionality with this upgrade, which introduces several new features in the ServiceNow Platform as well as some enhancements to existing features.

Some of the new functionality includes:

- **Enhanced User Experience:** Users may find it easier to perform their tasks, leading to increased productivity.
- **Mobile Responsiveness:** Designed to be mobile-responsive and accessible from various devices and screen sizes.
- **Improved Performance:** Optimized, leading to faster load times, and improved overall system efficiency.
- **Modern User Interface:** Modern and visually appealing user interface. Designed to be more intuitive and user-friendly, making it easier for customers to navigate and interact with the whole platform.
- **Unified Navigation:** Enables you to access content across ServiceNow in a single pane, simplifying access to the items you need to get working.
  - **All menus:** Retrieve the menu items and modules you can access in ServiceNow, add them to your favorites, and return to items previously visited.
  - **Contextual app pill:** See where you are in the ServiceNow platform and add current item to your favorites if desired.
  - **Global Search:** Search across ServiceNow to return the results that are most relevant to you.
  - **Notifications:** View and personalize notifications applicable to you based on access and admin configurations.

Where can I view more details about this upgrade?

Videos detailing the upgrade to the Next Experience UI can be found on the ServiceNow website:

- 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.*

If you need additional information:
- Slack: #help-servicenow
- Email: CCSQServiceNow@cms.hhs.gov

If you need additional information, contact us:

Phone: 1-866-288-8914
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