

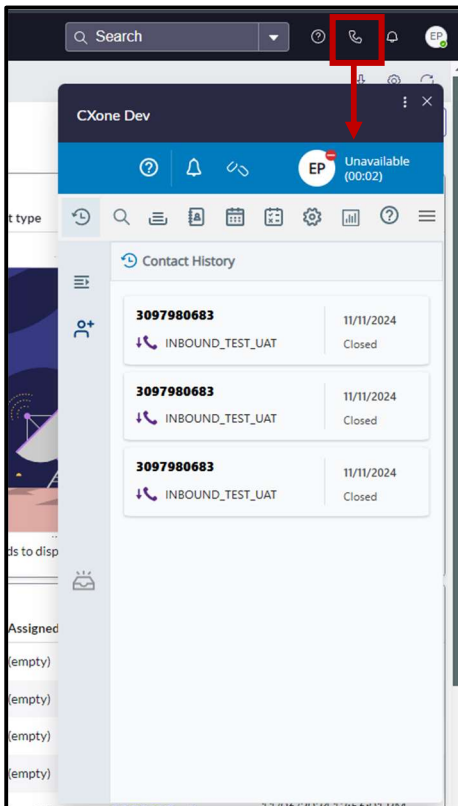
Release Notes for November 22, 2024

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Platform Customers and Agents, CCSQ Service Center, NICE CxOne Customers

Embedded Agent on CSM Configurable Workspace

On November 22, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the NICE CXone Embedded Agent on CSM Configurable Workspace to replace the NICE CXone MAX Agent which will be deprecated by 2025. NICE CXone Embedded Agent will deliver a more streamlined process for Service Center agents to integrate calls efficiently. This enhancement will synchronize information between the contact center platform and the ServiceNow environment allowing agents to work seamlessly with ServiceNow and NICE CxOne in one view. This will streamline the process of creating a case, increase data accessibility, promote agent efficiency and service quality, and thereby enhance customer experience.



Enhancements with the NICE CXone Embedded Agent:

- **User Interface:** The embedded agent will have an improved user interface to support quality user experience.
- **Additional Contact Routing Capabilities:** Dynamic Delivery will offer added contact routing capabilities, improving efficiency and customer service.
- **Centralized Experience for Agents:** Service Center Agents will have NICE and ServiceNow in a centralized location to promote a more efficient working cadence.

Integration with ServiceNow:

- The Embedded Agent will automatically memorialize Service Center contact information within the Interactions table in ServiceNow.
- Manual API connections will be replaced with automated predeveloped scripts, allowing for the automatic memorialization of additional data points in ServiceNow.

This integration will provide a more streamlined approach to handling contacts for Service Center operations within ServiceNow.

Affected Customers: CCSQ Service Center, CCSQ Services and Operations Support (SOS), CCSQ ServiceNow Platform

Convert 'Manual Proofing' on 'Original' Case Form to Case Type

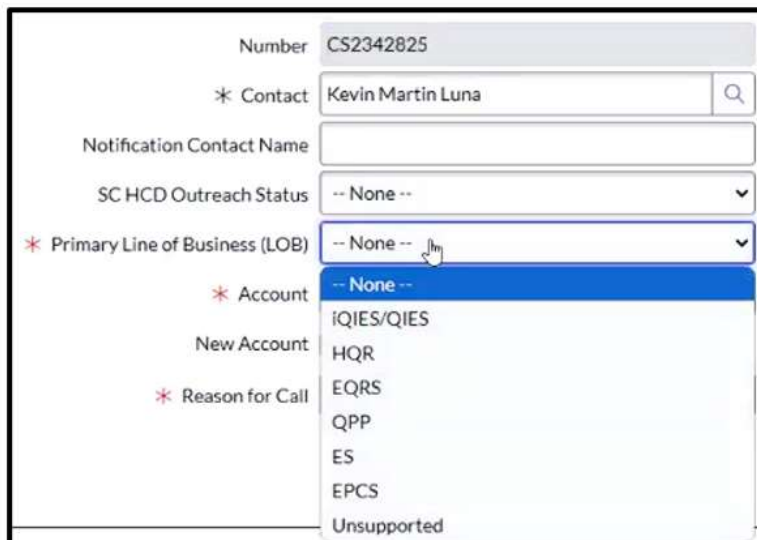
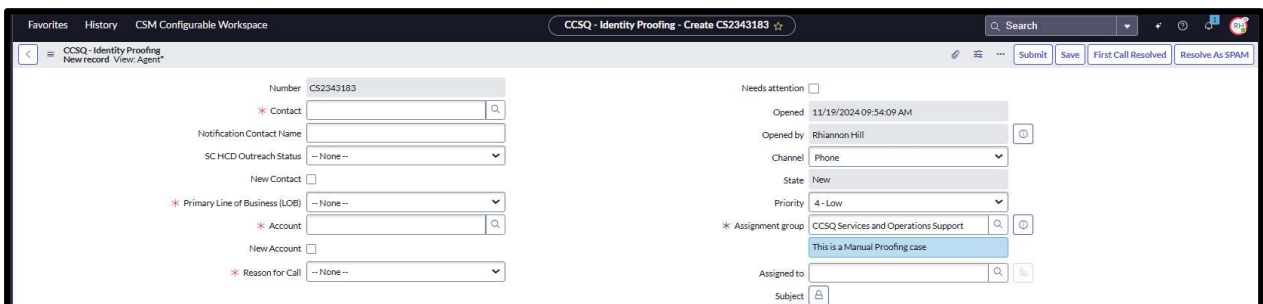
On November 22, 2024, at 8:30 PM ET, the CCSQ Services and Operations Support (SOS) team will be able to convert cases following the manual proofing process from the 'Original' case form to their own case type called 'CCSQ – Identity Proofing.' This will lessen the amount of customization that has already been done to uphold the constraints and limitations required by the CCSQ SOS team to successfully implement manually proofing solutions in the platform and in

CSM Configurable Workspace. This case type will also expand the attachment auto-delete process to include removing attachments from manual proofing cases in the 'Closed' state in addition to the 'Resolved' state.

- The CCSQ SOS team will be the only group able to create new Identity Proofing cases, convert existing cases to this new case type, and search for Identity Proofing in the filter navigator.
 - Options in the filter navigator will include:
 - Create New
 - My Cases
 - All
 - Open
 - Unassigned
 - My Groups Work

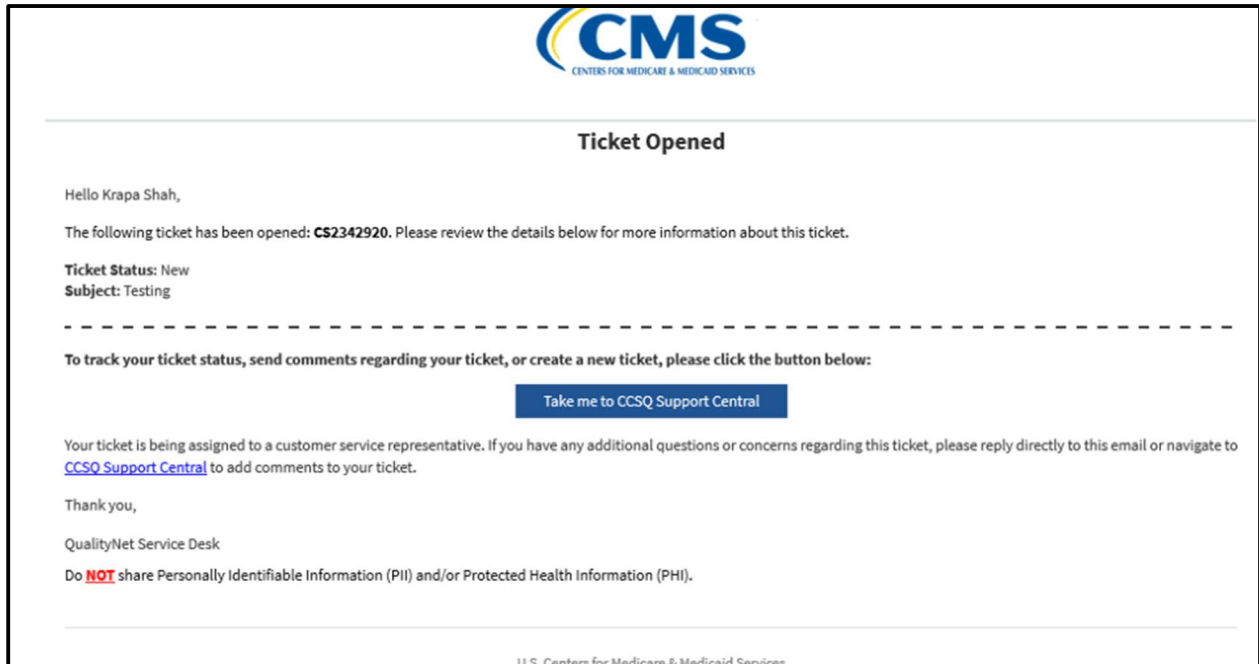


- New Identity Proofing cases can also be created from the approving Service Center Representative's CSM Configurable Workspace.
- New 'CCSQ – Identity Proofing' Case Type



- New 'CCSQ – Identity Proofing' cases will also be created via email

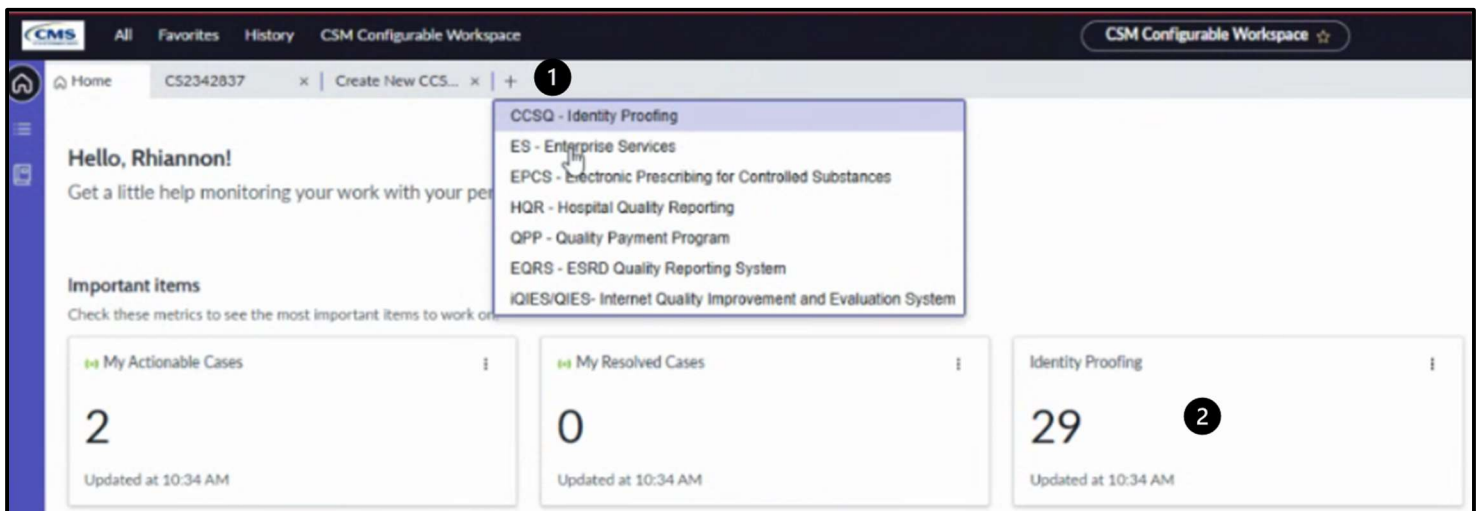
- Requestors will be able to send an email to CMS Quality Support (cmsqualitysupport@servicenowservices.com) and this will autogenerate a ticket for the requester.



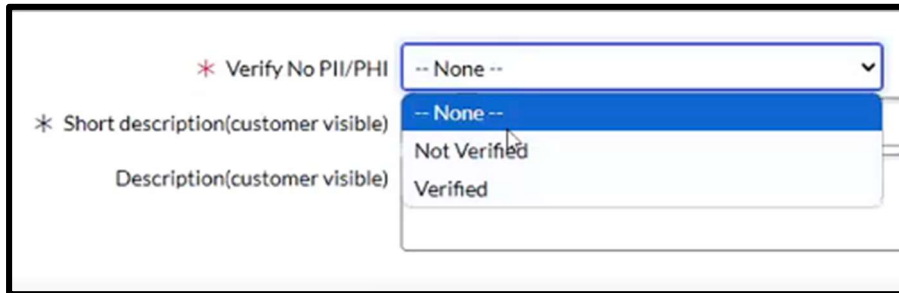
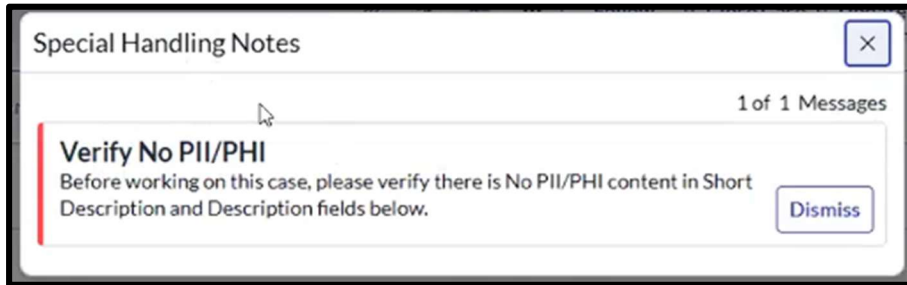
- The requestor will be able to respond to the CMS Quality Support email to add additional comments for the approving agent to review.



- Enhancements to CSM Configurable Workspace
 - The CCSQ SOS team will have an updated view via CSM Configurable Workspace that will display active 'CCSQ – Identity Proofing' cases and allow Service Center Representatives to create new Identity Proofing cases.



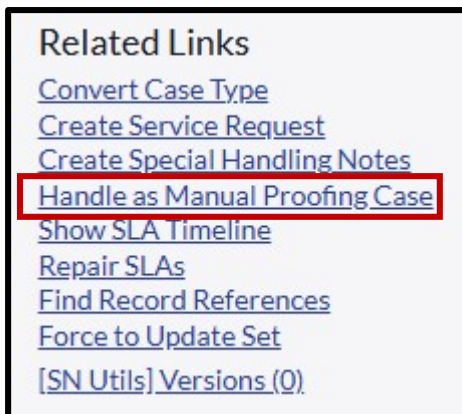
- Service Center Representatives will see the newly added 'CCSQ – Identity Proofing' case type provided (labeled 1 on figure) to create a new Identity Proofing case.
 - Visibility of active Identity Proofing cases will be added (labeled 2 on figure).
- 'Verify No PII/PHI'
 - The PII/PHI checkbox will be added to the case type and display a new table for verification.
 - Special Handling Notes: A banner will appear when opening this case to ensure verification of PII/PHI occurs.



- 'Convert Case Type'
 - The 'Convert Case Type' option will continue to be shown on all case forms and will now include the newly created 'CCSQ – Identity Proofing' case type.



- Case Form Updates
 - The 'Handle as Manual Proofing Case' link will be removed from all case forms 'Related Links' in the platform and in CSM Configurable Workspace as it will now be an option under 'Convert Case Type.'



By implementing these changes, the CCSQ SOS team will be able to successfully convert and manage 'CCSQ – Identity Proofing' case type in the platform and in CSM Configurable Workspace.
