Release Notes for 17.5 on December 2, 2024

The following enhancements will be completed during this iteration:

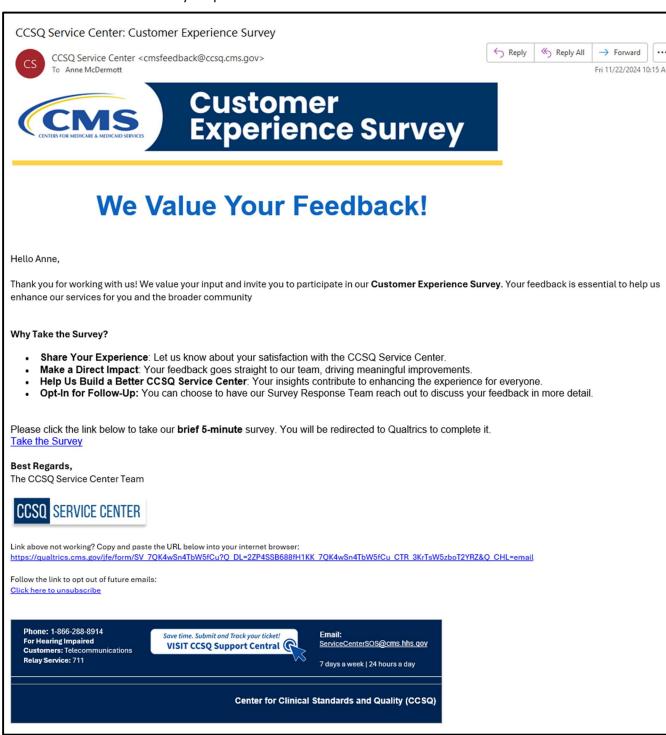
Affected Customers: CCSQ ServiceNow Customers, CCSQ Service Center

Qualtrics Integration Implementation

On December 2, 2024, at 8:30 PM ET, Qualtrics will become integrated with ServiceNow. The CCSQ Service Center will be using Qualtrics to gather valuable feedback, helping to enhance the user experience based on provided insights.

What's new?

- What's Changing: Survey links will no longer come through CCSQ ServiceNow communications. Instead, look for a new email from the CCSQ Service Center with the subject line 'CCSQ Service Center: Customer Experience Survey.'
- New Survey Platform: Following the interaction with a Service Center representative, users will receive the
 Customer Experience Survey from cmsfeedback@ccsq.cms.gov, hosted by Qualtrics. To ensure it is not missed,
 please add this address to the safe senders list. Each email will contain a secure link to Qualtrics, making it easy
 to share feedback.
- Quick, Valuable, and Actionable Feedback: The survey takes just a few minutes to complete and allows users to shape future improvements. If users would like to share more detailed insights, they may opt-in for follow-up discussions with the Survey Response Team.



Affected Customers: CCSQ Service Center, CCSQ Support Central Customers

CCSQ Support Central: Google Search Implementation

On November 25, 2024, at 4:00 PM ET, the following pages were configured to be searchable on Google to provide users with quicker access to these pages:

- CCSQ Support Central Home
- Schedule a Call
- Track a Ticket
- Create a Ticket
- Contact Us

Affected Customers: CCSQ Service Center, CCSQ ServiceNow Platform Customers

JIRA/ServiceNow Integration: Update JIRA Flows for Projects

On December 2, 2024, at 8:30 PM ET, the JIRA to ServiceNow integration will be updated to improve the incidental data between tickets, resulting in greater accuracy between the systems. This will eliminate many of the service outage notifications between JIRA and ServiceNow.

The following maintenance tasks will be completed during this iteration:

Affected Customers: iQIES/QIES/ASPEN Customers

iQIES HCD Research Form: Convert to Out-of-the-box ServiceNow Form

On December 2, 2024, at 8:30 PM ET, the iQIES HCD Research Form will be converted to an out-of-the-box ServiceNow Form to alleviate technical debt and simplify maintenance.

For instructions on how to fill out the form, review the Knowledge article: <u>iQIES HCD Team to Add/Update HCD Participants using iQIES HCD Research Form</u>.

Affected Customers: CCSQ ServiceNow Platform Customers

Washington DC Update: Upgrade MultiSSO to v2

On November 19, 2024, at 8:30 PM ET, CCSQ ServiceNow implemented a maintenance task to manage authentication by upgrading to Multiple Provider Single Sign-On (MultiSSO) version 2.

Affected Customers: CCSQ ServiceNow Platform Customers

Upgrade to Washington DC Patch 7a

On November 23, 2024, at 2:15 PM ET, CCSQ ServiceNow implemented a maintenance task to upgrade to Washington DC Patch 7a in support of platform security and customer experience.

Affected Customers: CSM Workspace Customers, CCSQ ServiceNow Agents

CSM Configurable Workspace: EPCS Subject Tags

On December 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement a maintenance task to allow agents to view and select any of the available subject tags during an EPCS case creation in the CSM Configurable Workspace. Previously, during the creation of a new EPCS case, users could only view and select 23 out of 29 subject tags.

Affected Customers: CCSQ ServiceNow Platform Customers

ServiceNow Platform: Updated Case Logic

n December 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement a maintenance task to allow agents to remain case after assigning the case to themselves in the platform view. Previously, clicking the 'Assign to me' button would rect agents back to the previous page.	