

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.

CCSQ Service Center: Customer Experience Survey

 CCSQ Service Center <cmsfeedback@ccsq.cms.gov>
To Anne McDermott

[Reply](#) [Reply All](#) [Forward](#) [More](#)

Fri 11/22/2024 10:15 AM



Customer Experience Survey

We Value Your Feedback!

Hello Anne,


Thank you for working with us! We value your input and invite you to participate in our **Customer Experience Survey**. Your feedback is essential to help us enhance our services for you and the broader community

Why Take the Survey?

- **Share Your Experience:** Let us know about your satisfaction with the CCSQ Service Center.
- **Make a Direct Impact:** Your feedback goes straight to our team, driving meaningful improvements.
- **Help Us Build a Better CCSQ Service Center:** Your insights contribute to enhancing the experience for everyone.
- **Opt-In for Follow-Up:** You can choose to have our Survey Response Team reach out to discuss your feedback in more detail.

Please click the link below to take our **brief 5-minute** survey. You will be redirected to Qualtrics to complete it.
[Take the Survey](#)

Best Regards,
The CCSQ Service Center Team



Link above not working? Copy and paste the URL below into your internet browser:
https://qualtrics.cms.gov/ife/form/SV_7QK4wSn4TbW5fCu?Q_DL=2ZP4SSB688fH1KK_7QK4wSn4TbW5fCu_CTR_3KrTsW5zboT2YRZ&O_CHL=email

Follow the link to opt out of future emails:
[Click here to unsubscribe](#)

Phone: 1-866-288-8914
For Hearing Impaired
Customers: Telecommunications
Relay Service: 711

Save time. Submit and Track your ticket!
VISIT CCSQ Support Central

Email:
ServiceCenterSOS@cms.hhs.gov
7 days a week | 24 hours a day

Center for Clinical Standards and Quality (CCSQ)

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: [iQIES HCD Team to Add/Update HCD Participants using iQIES HCD Research Form](#).

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

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