

CCSQ ServiceNow Updates

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

- CCSQ ServiceNow: Hospital Hardship: Convert to Out-of-the-box ServiceNow Form
- Now Assist for Customer Service Management (CSM) and Now Assist Q&A Genius Results
- Changes to ServiceNow Account Deactivation Process

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

- Washington DC Patch 8
- CCSQ Support Central: Closing Tickets in Track Multiple Tickets Page
- ServiceNow Catalog Application Returns Blank Page
- Program Removed from the QualityNet Q&A Tool
- Report Clean-Up
- Duplicate Contact Final Clean-Up
- Track an Existing Ticket Fix
- Knowledge Base Banner and CARL Icon Update
- CCSQ Support Central: ATF-Portal
- ATF-Platform: Knowledge Management
- API Integration QualityNet Mailer API Scheduled Job: Update Code
- Standardizing "Do Not Respond" Verbiage on Notifications

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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