Reminder

CCSQ ServiceNow:
Case-Centric Support Process Implementation

Affected Customers: CCSQ ServiceNow Platform Customers

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the Case-Centric Support Process.

This update will improve the coordination between Service Center agents and ADOs as well as the overall customer experience as it relates to creating and resolving customer Cases and Incidents. This is being accomplished by automating status updates and creating transparency of work notes and comments made on both the Case and Incident.

Customers can expect new functionality with this process improvement, including:

Improved Customer Experience

After the update on April 25, 2024, at 8:30 PM ET, CCSQ Support Central customers will only receive email notifications on their Cases. This will eliminate the customer confusion caused by receiving multiple email notifications when their Cases and Incidents for the same issue were opened and closed.

Create an Incident from a Case

When a customer calls the CCSQ ServiceNow Service Center, the Service Center Agent will be able to create an incident directly from the case.

- The Case will be updated automatically to reflect:
  - 'Awaiting info' as the State.
 - 'Awaiting Internal/System Info' as the Awaiting Info Reason.
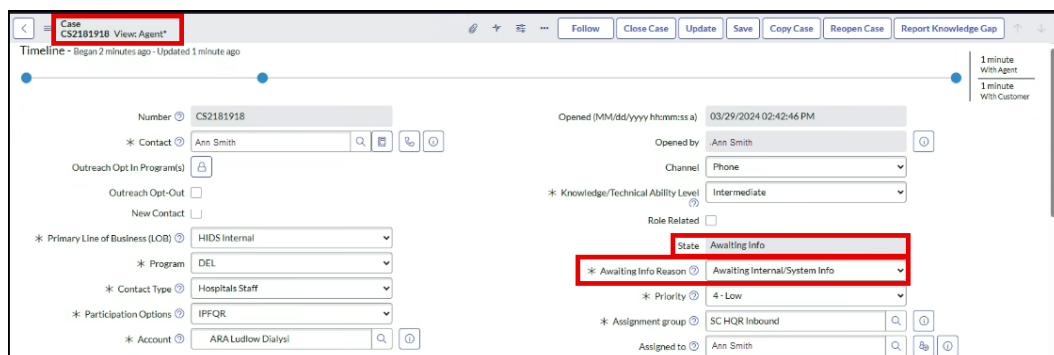
- Service Center SLAs for the Case will pause automatically while the assigned ADO is working on the incident.

Incident and Case Resolution

Incident and Case resolution updates require the Agent's review and intervention.

- Once the assigned ADO resolves the Incident, the 'State' on the Case will be updated automatically to Open. Additionally, the Action Status will reflect 'Needs attention' to alert the assigned Service Center Agent that action is required to resolve the Case (and follow up with the customer if needed).
  - SLAs will resume once the Case moves back to an 'Open' State.
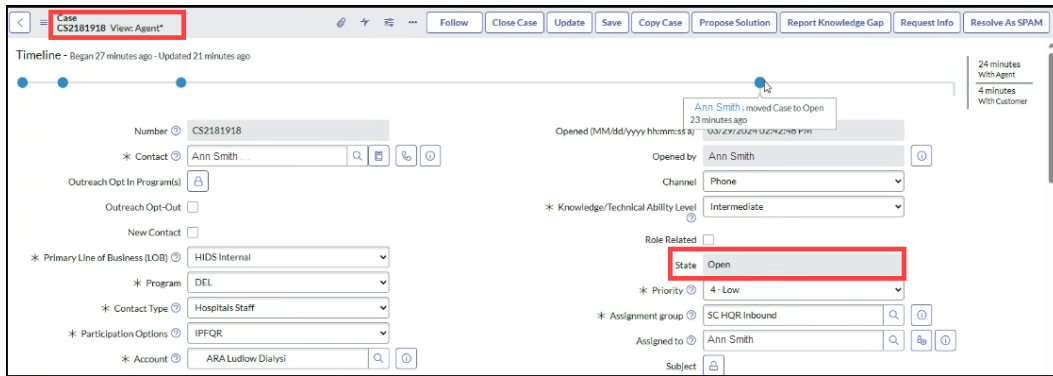
- There will be direct linkage in the Case form 'Related Records' tab to show the relationship between the Case and Incident.
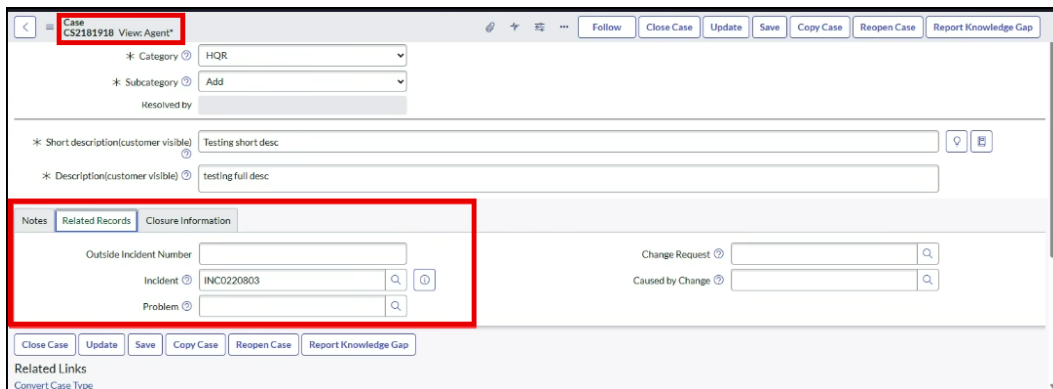
- There will be direct linkage in the Incident form 'Closure Information' tab to show the relationship between the Incident and Case.
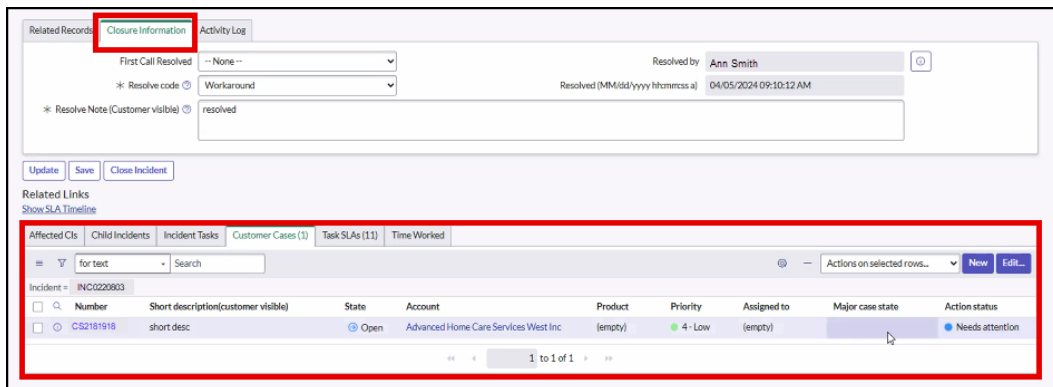
- The close code 'Resolved (Escalated to Incident)' on the Case form will be removed as a selection since the Case will no longer close immediately when Incidents are created.

Colored Case 'Action Status' Indicators

New color case indicators are related to the 'Action Status' for easier visual identification.

- **Blue** indicator (Needs attention) means action is needed by an Agent. When the incident is resolved by the assigned ADO, the related Case 'Action Status' automatically changes to 'Needs attention' and are waiting for Service Center input or review.
- **Red** indicator means the Case is blocked. A red indicator highlights Cases that are blocked, such as Cases that have open related task records or are waiting for customer feedback. Blocked Cases can have the following status:
  - Blocked internally
  - Blocked by customer
  - Blocked internally and by customer

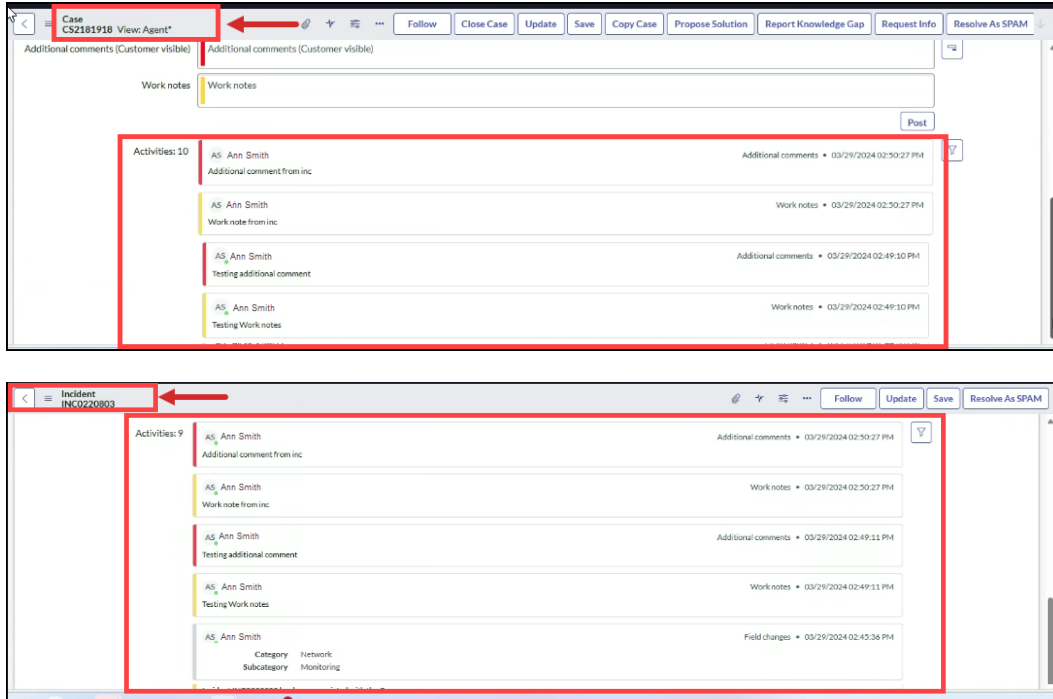## Comment and Work Notes Visibility in ServiceNow and Jira

The 'Additional Comments (Customer visible)' field and 'Work notes' field (visible internally only) will be shared between the Case and Incident (bi-directional).

- **IMPORTANT NOTES**
    - (Only applies to ADOs with Jira Integration) - Any comments entered in the 'ServiceNow INC Customer Visible Notes' field in JIRA will flow to the Additional Comments section of the Incident and Case in ServiceNow and will trigger an email notification to the customer containing those notes.
    - Work Notes from Jira will also be sent to the Incident and Case within ServiceNow but will remain internal use only.
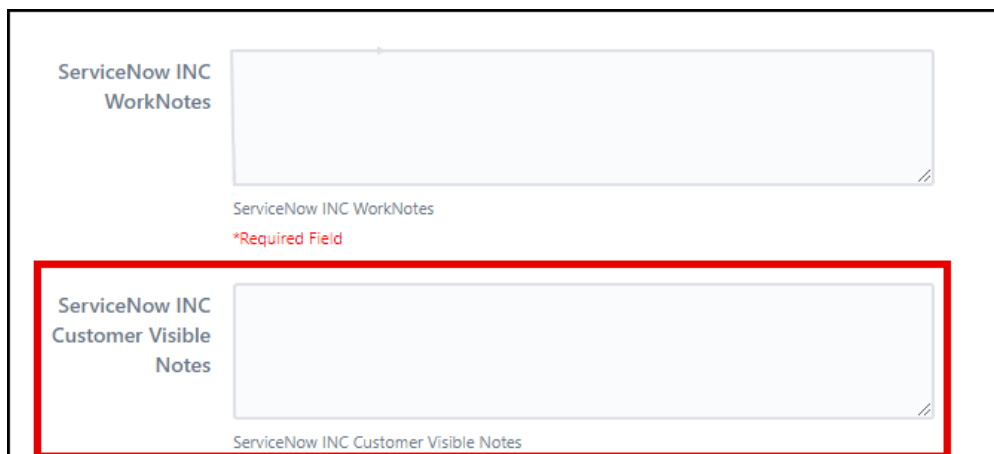
For more information, review the following Knowledge Articles in CCSQ ServiceNow after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*
- iQIES/QIES/ASPEN Case Convert to Incident Process
- Related Links on a Case Form

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

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