Report Title: QSEP Cases Opened Previous Month

Run Date and Time: 07/01/2025 10:24:14 AM Eastern Daylight Time

Run by: Chad Dawson

 Table name:
 sn_customerservice_program_qsep

Query Condition: Program = QSEP AND Opened on Last month AND State in (New, Open, Awaiting Info, Resolved, Closed)

	Category	<i>(</i>			Non-Program Related (HARP only)							Programmatic			Technical Support				
	Subcategory	/	11 1" D 6	D 10 1/11 1	D (1.1.6	D :1 A		HADD	C 1.C 1	D 1	C'I NI ' I'	T 1/5 1 1	T	T : : DI	T	A 1: 0.0	D E	011	Co
Subject		HARP	Identity Proofing	Password Reset/Unlock	Ргопіе інтогтаціон	Provider Account	Role Request	HARP	Certificate	Keports	Site Navigation	lest/Evaluation	Training Content	Iraining Plan	iranscript	Audio/Visual	Page Errors	Otner	
4 count Activation					2 9	14	1 1							1					
count Activation, Voicemai	il message				3	1-	, 1												
ount Deactivation /Remove					2									1					
d/Remove, Navigation, Voi	icemail message													1	-				
d/Remove, Voicemail mess	sage													1	-				
prove/Reject prove/Reject, Voicemail me	ecc29e				1		29												
ler Hung Up, Voicemail me							1											,	1
tificate	<u> </u>					1	L		10)				1			2	2	
tificate, Tracking	_								1	-				4					
rtificate, Voicemail messago rrupt SCO/Won't Advance													1:	1	_		4	4 2	2
orrupt SCO/Won't Advance														1	_				
nail Confirmation	A					11	_												
nail Confirmation, Account and Confirmation, Account a						14	 												
	Activation, Voicemail message					4	1												
aluation												1							
aluation, Certificate cility Search						E						1							
edback						~	,												1
RP			1					1											
RP Link					4		1	4						4					,
orrect Help Desk ue					1		1	1 2		1		2		3 3	- 3	12	1 2 17	7	5 7
ue, 404					-		, 1			-		2	· ·	1	•	12		,	,
ue, Repeat Training Inquiry	,												;	1					
sue, Voicemail message gin		4		10	.7 5	1		1						1	_	2	2		1
gin, Account Activation		J	L	10	J/ 3	2	<u> </u>	1						2	1			-	1
gin, Suspended Account								1											
egin, Voicemail message						2	2	9											
ogin, Voicemail message, Sus SC Attestation	spended Account							1						2	•				
anual								2							-				
erge					1										2				
erge, Voicemail message FA					3														
FA, Update Profile Informat	tion. Voicemail message				1														
FA, Voicemail message	,							1											
avigation						5	5			1	29			2 15)	2	2 14	4	
avigation, Voicemail messag :her	ge				1	2)				3			1 1	-		1	1 :	3
lot Feedback					-	2	-							2			-		,
e/Post Test						1	L					2							
e/Post Test, Issue e/Post Test, Prerequisites												2							
erequisites												1		1 4	ļ.				
mary/Secondary States					3														
ofile Information					8									_					
lF uestion							1	1						1 3	. 1				
uestion uestion, Voicemail message							1	1				1		5 1	, 1				1
equest					2		10					_							
equest, Approve/Reject							1												
equest, Voicemail message viynt Maintenance 11.27.2	1022 SCO Error						1											4	

Category	Category			Account Management					Non-Program Related (HARP only)							Technical Support		
Subcategory	LIADD Libertie December	D	Des 61 a la 6 a mara di an	Davids Assessed	Dala Damart	LIADD	Contie	Domonto	City Niversity at an	To at /Free least to as	Turbin Contont	Tarinin Diam	T	A !! - /\ /! !	D	041	Count	
Subject	HARP Identity Proof	ing Password Reset/Unlock	Profile Information	Provider Account	Role Request	HAKP	Certificate	Reports	Site Navigation	lest/Evaluation	Training Content	Iraining Plan	Iranscript	Audio/Visual	Page Errors	Other		
SCO Error		'		1				_							11		12	
Sign-Up Sign-Up, Login				1 4													5 1	
SMQT			;	3				1		4			1			1	10	
SMQT, General Performance Issue, Timeout SMQT, Voicemail message										1			1				1	
SSR - General Inquiries										1			7				8	
SSR - General Inquiries, Voicemail message										1							1	
SSR Change SSR-EP													1 1				1	
Suspended Account			1			2	1						1				5	
Tracking				1							10)	4				15	
Tracking, Corrupt SCO/Won't Advance Tracking, QIF							1	1			2	1					1	
Training Plan Progress Bar							-						4				4	
Transcript Transcript Request			;	3									1				4	
Transcript, Request Update Profile Information			1	5 1	. 7		L						1				25	
Update Profile Information, Email Confirmation, Account Activation	n		_	1													1	
Update Profile Information, Navigation Update Profile Information, Question				1													1	
Update Profile Information, Question Update Profile Information, Voicemail message			;	3	1												4	
Update Record										1	1		8		10	8	28	
Update Record, Voicemail message Update T Number to FSID				3									1				1	
Update T Number to FSID, Voicemail message				1													1	
Voicemail message			1	1					1							1	4	
Voicemail message, Account Activation Voicemail message, Account Activation, Email Confirmation				l 1												1	2	
Voicemail message, Account Review				1													1	
Voicemail message, Approve/Reject					2											40	2	
Voicemail message, Caller Hung Up Voicemail message, Certificate							2	2								42	42	
Voicemail message, Corrupt SCO/Won't Advance							_	_							1		1	
Voicemail message, Email Confirmation				2													2	
Voicemail message, Email Confirmation, Account Activation Voicemail message, Incorrect Help Desk				2												1	1	
Voicemail message, Issue						2	2						1				3	
Voicemail message, Login		2	3	5		23	3								1	4	56	
Voicemail message, Login, Account Activation Voicemail message, Login, Suspended Account			1	I			3										4	
Voicemail message, Navigation				1					12	2			1				14	
Voicemail message, Question Voicemail message, Repeat Training Inquiry											1		1				1	
Voicemail message, Request					2								1				2	
Voicemail message, Sign-Up				1													1	
Voicemail message, Sign-Up, Question Voicemail message, SMQT, Question				1						1							1	
Voicemail message, SMQT, Request										1			1				1	
Voicemail message, SSR - General Inquiries			1				,			1					1		2	
Voicemail message, Suspended Account Voicemail message, Tracking			1			;					4						4	
Voicemail message, Transcript			:	2													2	
Voicemail message, Transcript, Request													1				1	
Voicemail message, Transcript, SMQT, Request Voicemail message, Update Profile Information				5	5								1				10	
Voicemail message, Update Record				1	3								3			1	5	
Voicemail message, Update T Number to FSID	4	4	0 -0	1		~		1 0	4.5		4.5	_	F ^	47	(0	0.4	1	
Count	1	1 13	8 8	87	63	92	2 14	+ 3	45	5 20	45	7.	5 8	17	63	81	839	