

Report Title: QSEP Cases Opened and Resolved Previous Month
Run Date and Time: 07/01/2025 10:24:22 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 (Resolved, Closed)

	Category	Account Management						Non-Program Related (HARP only)					Programmatic				Technical Support			Count
	Subcategory	HARP	Identity Proofing	Password Reset/Unlock	Profile Information	Provider Account	Role Request	HARP	Certificate	Reports	Site Navigation	Test/Evaluation	Training Content	Training Plan	Transcript	Audio/Visual	Page Errors	Other		
Subject																				
Account Activation				2	7	11	1												21	
Account Activation, Voicemail message					3														3	
Account Deactivation					2														2	
Add/Remove, Navigation, Voicemail message														1					1	
Add/Remove, Voicemail message														1					1	
Approve/Reject					1		29												30	
Approve/Reject, Voicemail message							1												1	
Caller Hung Up, Voicemail message																		1	1	
Certificate						1			9					1			2		13	
Certificate, Voicemail message														1					1	
Corrupt SCO/Won't Advance													9				4	2	15	
Corrupt SCO/Won't Advance, Tracking														1					1	
Email Confirmation						11													11	
Email Confirmation, Account Activation						13													13	
Email Confirmation, Account Activation, Voicemail message						4													4	
Evaluation												1							1	
Evaluation, Certificate												1							1	
Facility Search							4												4	
Feedback																		1	1	
HARP			1					1											2	
HARP Link							1												1	
Incorrect Help Desk				1				1						1		1		6	10	
Issue					1	3	1	2		1		2		3	2	10	17	7	49	
Issue, Voicemail message								1							1	2			4	
Login		1			4	2		30										1	79	
Login, Suspended Account								1											1	
Login, Voicemail message						2		7											9	
Manual								2											2	
Merge					1														1	
Merge, Voicemail message					3														3	
MFA				1															1	
MFA, Update Profile Information, Voicemail message					1														1	
MFA, Voicemail message								1											1	
Navigation						2				1	28			12		2	5		50	
Navigation, Voicemail message											3			1					4	
Other																	1	2	4	
Pilot Feedback													1						2	
Pre/Post Test						1								2					3	
Pre/Post Test, Issue												1							1	
Pre/Post Test, Prerequisites												1							1	
Prerequisites															4				4	
Primary/Secondary States					3														3	
Profile Information					6														6	
QIF															1				1	
Question							1	1						3	4	1			10	
Question, Voicemail message												1		1				1	3	
Request					1			3											4	
Request, Approve/Reject								1											1	
Request, Voicemail message								1											1	
Saviynt Maintenance 11.27.2023, SCO Error																	1		1	
SCO Error																	10		10	
Sign-Up					1	4													5	
Sign-Up, Login						1													1	
SMQT					3					1					1				9	
SMQT, General Performance Issue, Timeout												4							1	
SMQT, Voicemail message												1							1	
SSR - General Inquiries															1				1	
SSR - General Inquiries, Voicemail message															6				6	
SSR Change													1						1	
														1					1	

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Subject																			
SSR-EP															1				1
Suspended Account								4											4
Tracking					1								9	4					14
Tracking, Corrupt SCO/Won't Advance													2						2
Tracking, QIF									1										1
Training Plan Progress Bar														3					3
Transcript					3														3
Transcript, Request																1			1
Update Profile Information					14	1	7	1											23
Update Profile Information, Navigation					1														1
Update Profile Information, Question					1														1
Update Profile Information, Voicemail message					3		1												4
Update Record												1	1	6			9	8	25
Update Record, Voicemail message														1					1
Update T Number to FSID					3														3
Update T Number to FSID, Voicemail message					1														1
Voicemail message				1	1						1							1	4
Voicemail message, Account Activation					1													1	2
Voicemail message, Account Activation, Email Confirmation						1													1
Voicemail message, Approve/Reject							2												2
Voicemail message, Caller Hung Up																		42	42
Voicemail message, Certificate									2										2
Voicemail message, Corrupt SCO/Won't Advance																1			1
Voicemail message, Email Confirmation						2													2
Voicemail message, Email Confirmation, Account Activation						1													1
Voicemail message, Incorrect Help Desk																		1	1
Voicemail message, Issue								2						1				1	3
Voicemail message, Login				19		5		19									1	4	48
Voicemail message, Login, Account Activation					1														1
Voicemail message, Login, Suspended Account								3											3
Voicemail message, Navigation						1					12			1					14
Voicemail message, Question													1						1
Voicemail message, Repeat Training Inquiry														1					1
Voicemail message, Request							2												2
Voicemail message, Sign-Up						1													1
Voicemail message, Sign-Up, Question						1													1
Voicemail message, SMQT, Question												1							1
Voicemail message, SMQT, Request															1				1
Voicemail message, SSR - General Inquiries												1					1		2
Voicemail message, Suspended Account								3											3
Voicemail message, Tracking													4						4
Voicemail message, Transcript					2														2
Voicemail message, Transcript, Request																1			1
Voicemail message, Transcript, SMQT, Request																1			1
Voicemail message, Update Profile Information					4		5												9
Voicemail message, Update Record					1									3				1	5
Voicemail message, Update T Number to FSID					1														1
Count		1	1	65	75	72	56	79	12	3	44	18	36	61	5	15	52	79	674