

<b>Report Title:</b>	QSEP Cases Opened Previous Month
<b>Run Date and Time:</b>	07/01/2025 10:24:14 AM Eastern Daylight Time
<b>Run by:</b>	Chad Dawson
<b>Table name:</b>	sn_customerservice_program_qsep
<b>Query Condition:</b>	Program = QSEP AND Opened on Last month AND State in (New, Open, Awaiting Info, 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																			
SCO Error							1											11	12
Sign-Up					1		4												5
Sign-Up, Login							1												1
SMQT					3						1		4		1			1	10
SMQT, General Performance Issue, Timeout													1						1
SMQT, Voicemail message															1				1
SSR - General Inquiries															7				8
SSR - General Inquiries, Voicemail message													1						1
SSR Change													1						1
SSR-EP															1				1
Suspended Account				1				4											5
Tracking					1								10		4				15
Tracking, Corrupt SCO/Won't Advance													2						2
Tracking, QIF										1									1
Training Plan Progress Bar															4				4
Transcript					3													1	4
Transcript, Request																		1	1
Update Profile Information					16		1	7	1										25
Update Profile Information, Email Confirmation, Account Activation							1												1
Update Profile Information, Navigation					1														1
Update Profile Information, Question					1														1
Update Profile Information, Voicemail message					3			1											4
Update Record												1		1	8		10	8	28
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, Account Review					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							2												2
Voicemail message, Incorrect Help Desk																		1	1
Voicemail message, Issue														1				1	3
Voicemail message, Login				23			5		23								1	4	56
Voicemail message, Login, Account Activation					1														1
Voicemail message, Login, Suspended Account				1					3										4
Voicemail message, Navigation							1					12							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				1					3										4
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					5			5											10
Voicemail message, Update Record					1										3			1	5
Voicemail message, Update T Number to FSID					1														1
Count		1	1	138	86	87	63	92	14	3	45	20	45	75	8	17	63	81	839