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					Non-Program Related (HARP only)		Pr	ogrammatic	Technical Support									
	Subcategory	HARP	D Identity Proofing	Password Reset/Unlock	Profile Information	Provider Account	Pole Peguest	HARP	Certificate	Penorts	Site Navigation	Test/Evaluation	Training Content	Training Plan	Transcript	Audio/Visual	Page Errors	Other	Cou
Subject		TIZKI	identity i roomig	r assword Reset/ Officer	Tronic information	1 TOVIDET ACCOUNT	Noic Request	TIM	Certificate	Керопіз	Site (Navigation)	icst/ Evaluation	manning Content	Training Flair	Hanscript	Addio/ Visual	Tage Litors	Other	
count Activation				2	. 7	7 1	1 1		1			'	1		I				
count Activation, Voicemail	message				3	3													
ccount Deactivation dd/Remove, Navigation, Voic	comail massage				2	2								1					
.dd/Remove, Navigation, voic .dd/Remove, Voicemail messa														1					
pprove/Reject	18C					1	29							1					
pprove/Reject, Voicemail me	ssage				-	-	1												
aller Hung Up, Voicemail mes																		1	1
ertificate							1		•	9				1			2		
ertificate, Voicemail message													_	1				_	_
orrupt SCO/Won't Advance	-												9	4			4	- 2	2
forrupt SCO/Won't Advance, mail Confirmation	Iracking					1	1							1					
mail Confirmation, Account A	activation					1													
	activation, Voicemail message	!				<u>.</u>	4												
valuation	,											1							
valuation, Certificate												1							
acility Search							4												
eedback			4															1	1
IARP IARP Link			1				1	-											
ncorrect Help Desk				1			1							1		1		6	6
ssue				1		1	3 1			1		2	3	2		10	17	, 7	7
ssue, Voicemail message						_				_			_	1		2			
.ogin			1	41		4	2	30)									1	1
Login, Suspended Account								:											
Login, Voicemail message							2												
Manual						1		2											
Merge Marga Vaicamail massaga					-	1													
Merge, Voicemail message MFA				1	•	0													
MFA, Update Profile Informati	on, Voicemail message			_		1													
MFA, Voicemail message	,							:											
Navigation							2			1	28	3		12		2	5	;	
Navigation, Voicemail message											3	3		1					
Other													1				1	. 2	2
Pilot Feedback Pre/Post Test							1					2	2						
Pre/Post Test, Issue							L					1							
Pre/Post Test, Prerequisites												1							
Prerequisites														4					
Primary/Secondary States					3	3													
Profile Information					(5													
QIF							4						0	1	4				
Question Question, Voicemail message							1	-				1	3	4	1			1	1
Request						1	3					1	1					1	L
Request, Approve/Reject					-	-	1												
Request, Voicemail message							1												
Saviynt Maintenance 11.27.20	23, SCO Error																1		
SCO Error																	10)	
Sign-Up					-	1	4												
ign-Up, Login					,	2	1			4		A		4					
SMQT SMQT, General Performance Is	ssue Timeout)				1		4		1					
SMQT, General Performance is SMQT, Voicemail message	ssue, Timeout											1		1					
SSR - General Inquiries														6					
SSR - General Inquiries, Voicer	mail message											1		0					

	Category					Accou	nt Management	Non-Program Related (HARP only)							Programmatic			Support	
	Subcategory	LIADD	Identita Due of us	Password Reset/Unlock	Due file lefe weet en	Durani dan Arasanat	Dala Damuark	LIADD	Cautifaata	. Dananta	Cita Naviantian	To ak / Free leasting	Turining Contact	Tarinina Dlan	Turnanint	Adi - /\/:	Dana F	Othern	Count
Subject		HARP	identity Proofing	Password Reset/OfficeR	Profile information	Provider Account	Role Request	HARP	Certificate	e keports	Site Navigation	iest/ Evaluation	Training Content	Training Plan	iranscript	Audio/ Visual	Page Errors	Other	
SSR-EP			l l								1			:	1				1
Suspended Account Tracking					1			•	4					.	1				4 1 <i>1</i>
Tracking, Corrupt SCO/Won't Advance						•								2	т				2
Tracking, QIF										1									1
Training Plan Progress Bar														;	3				3
Transcript Transcript, Request					3	,									1				3
Update Profile Information					14	. 1	7		1										23
Update Profile Information, Navigation					1	-	-		_										1
Update Profile Information, Question					1	-													1
Update Profile Information, Voicemail n	nessage				3	}	1						4		,		0		4
Update Record Update Record, Voicemail message													1	L (D 1		9	8	25
Update T Number to FSID					3	}								•	1				3
Update T Number to FSID, Voicemail m	nessage				1														1
Voicemail message				1	1						1							1	4
Voicemail message, Account Activation					1													1	2
Voicemail message, Account Activation Voicemail message, Approve/Reject	i, Email Confirmation					1	9												2
Voicemail message, Caller Hung Up							2											42	42
Voicemail message, Certificate										2									2
Voicemail message, Corrupt SCO/Won																	1		1
Voicemail message, Email Confirmation						2													2
Voicemail message, Email Confirmation Voicemail message, Incorrect Help Des						1												1	1
Voicemail message, incorrect help besi	ır.								2						1			1	3
Voicemail message, Login				19		5		1	9						_		1	. 4	48
Voicemail message, Login, Account Acti					1	-													1
Voicemail message, Login, Suspended A	Account							;	3		4.0				4				3
Voicemail message, Navigation Voicemail message, Question						1					12			: 1	1				14
Voicemail message, Question Voicemail message, Repeat Training Inq	nuiry														1				1
Voicemail message, Request	, u., y						2								_				2
Voicemail message, Sign-Up						1													1
Voicemail message, Sign-Up, Question						1													1
Voicemail message, SMQT, Question													1		1				1
Voicemail message, SMQT, Request Voicemail message, SSR - General Inqui	iries												1		1		1		2
Voicemail message, Suspended Accoun								:	3				_				_		3
Voicemail message, Tracking													4	1					4
Voicemail message, Transcript					2	2									_				2
Voicemail message, Transcript, Request	t Poguast														1				1
Voicemail message, Transcript, SMQT, F Voicemail message, Update Profile Info	request ermation				/	L	5								1				1
Voicemail message, Opdate Profile into Voicemail message, Update Record	- mation				1		~								3			1	5
Voicemail message, Update T Number t	to FSID				1														1
Count		1	1	65	75	72	56	7	9 :	12 3	44	1	8 30	6:	1 5	15	52	79	674