

Report Title: QSEP Unresolved March 2020 Through
Run Date and Time: 07/01/2025 10:24:37 AM Eastern Daylight Time
Run by: Chad Dawson
Table name: sn_customerservice_program_qsep
Query Condition: Program = QSEP AND State in (New, Open, Awaiting Info) AND Opened > 03/01/2020 12:00:00 AM AND Opened < 06/01/2025 12:00:00 AM

	Category	Account Management						Non-Program Related (HARP only)	Programmatic					Technical Support		Count	
	Subcategory	Identity Proofing	Password Reset/Unlock	Profile Information	Provider Account	Role Removal	Role Request	HARP	Certificate	Reports	Test/Evaluation	Training Content	Training Plan	Transcript	Page Errors		Other
Subject																	
Account Activation				3	1												4
Account Deactivation				2													2
Account Role Review				2													2
Certificate									2								2
Client-side Performance Issue													1				1
Client-side Performance Issue, SSR - General Inquiries													1				1
Correct Primary Provider/Survey Type				1													1
Corrupt SCO/Won't Advance												1					1
Feedback												2					2
General Performance Issue																1	1
HARP		1		3													4
HARP, Issue, Login				1													1
Issue				1	1		1			2		3	3		3	1	15
Issue, HARP, Login				1													1
Issue, SMQT											1						1
Login				18	1			1									20
Login, HARP, Issue				1													1
Login, Issue				1													1
Login, Suspended Account				3													3
Merge					2									3			5
MFA, Voicemail message				1													1
Navigation				1	2		2			1		1	5		8		20
Other												2	2			1	5
Prerequisites													1				1
Profile Information				4													4
Question				1			1					1	2			2	9
Question, Certificate									1		2						1
Question, SMQT																1	1
Request				3		1	2			2				1		1	10
RTA/STC List Update				8												1	9
SCO Error					2								1		4		7
SMQT				1							3		1				5
SMQT, General Performance Issue												1					1
SMQT, Navigation												1					1
SMQT, Question											1						1
SSR - General Inquiries													4				4
SSR Change													2				2
SSR Timer Alert Issue											3		1		7		11
Suspended Account			5			1		1									7
Suspended Account, Voicemail message			2														2
Training Plan Progress Bar												2					2
Transcript				1										2			3
Update Profile Information				2			7										9
Update Record				1										1			2
Voicemail message																2	2
Voicemail message, Login				2													2
Voicemail message, Login, Suspended Account				2													2
Voicemail message, Suspended Account				4	1												5
Count		1	46	36	5	2	11	2	3	7	8	10	28	7	22	10	198