Report Title: QSEP Cases FCR
Run Date and Time: 07/01/2025 10:25:12 AM Eastern Daylight Time
Run by: Chad Dawson
Table name: sn_customerservice_program_qsep
Query Condition: State in (Resolved, Closed) AND Program = QSEP AND Opened on Last month AND First call resolved = Yes

Subject	Account Management						Non-Program Related (HARP only)	Programmatic							Technical Support			Count
	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	
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				11														11
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		41	4	2		28										1	77
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	27			12		2		5	49
Navigation, Voicemail message										3			1					4
Other												1			1		2	4
Pilot Feedback												2						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																9		9
Sign-Up			1	4														5
Sign-Up, Login				1														1
SMQT				3							1		4	1				9
SMQT, General Performance Issue, Timeout													1					1
SMQT, Voicemail message													1					1
SSR - General Inquiries												6						6
SSR - General Inquiries, Voicemail message												1						1
SSR Change													1					1

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SSR-EP													1					1
Suspended Account							4											4
Tracking												9	4					13
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				3
Voicemail message, Login			19		5		19									1	4	48
Voicemail message, Login, Account Activation				1														1
Voicemail message, Login, Suspended Account							2											2
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							2											2
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	74	70	56	75	12	3	43	18	36	61	5	15	51	79	665