

Report Title: QSEP Category/Subcategory Pivot Resolved Previous Month
Run Date and Time: 07/01/2025 10:24:46 AM Eastern Daylight Time
Run by: Chad Dawson
Table name: sn_customerservice_program_qsep
Query Condition: Program = QSEP AND Resolved on Last month

	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		8		11		1									22
Account Activation, Voicemail message						3													3
Account Deactivation						3													3
Account Role Review						4													4
Add/Remove															1				1
Add/Remove, Navigation, Voicemail message															1				1
Add/Remove, Voicemail message															1				1
Approve/Reject						1				30									31
Approve/Reject, Voicemail message										1									1
Caller Hung Up, Voicemail message																		1	1
Certificate								1			11				1		2		15
Certificate, Voicemail message															1				1
Corrupt SCO/Won't Advance													12				4	2	18
Corrupt SCO/Won't Advance, Tracking															1				1
Dashboard, Tracking, SSR - General Inquiries						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								6											6
Feedback													1						2
HARP				1						1								1	2
HARP Link																			2
Incorrect Help Desk						1				1					1		1	6	10
Issue						2		3		1			2		4		11	20	57
Issue, Voicemail message										1					2		2		4
Login		1			42	4		2			33								83
Login, Navigation											1							1	1
Login, Request																			1
Login, Suspended Account						1													2
Login, Voicemail message								2			7								9
LSC Attestation, Question															1				1
Manual											2								2
Merge						1										1			2
Merge, Voicemail message						3													3
MFA																			1
MFA, Update Profile Information, Voicemail message						1													1
MFA, Voicemail message											1								1
Navigation								2											53
Navigation, Voicemail message											1				11		1	7	5
Other															1			1	4
Pilot Feedback															2			2	2
Pre/Post Test								1											3
Pre/Post Test, Issue													2						1
Pre/Post Test, Prerequisites													1						1
Prerequisites																			4
Primary/Secondary States						4													4
Profile Information						6													6
QIF																			1
QSEP Performance Issue															1			2	3
Question										1					3		4	2	11
Question, Voicemail message													1		1				3
Request						1												1	4
Request, Approve/Reject																			1
Request, Voicemail message																			1
Saviynt Maintenance 11.27.2023, SCO Error																		1	1
SCO Error																		10	10
Sign-Up						1		5											6

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Subject																			
Sign-Up, Login						1													1
SMQT					3					1		5		1					10
SMQT, General Performance Issue, Timeout												1							1
SMQT, Voicemail message														1					1
SSR - General Inquiries												1		6					7
SSR - General Inquiries, Voicemail message												1							1
SSR Change														1					1
SSR-EP														1					1
Suspended Account								7											7
Tracking					1								15	5					21
Tracking, Corrupt SCO/Won't Advance													2						2
Tracking, QIF									1										1
Training Plan Progress Bar														3					3
Transcript					4														4
Transcript, Request																1			1
Update Profile Information					15	1	7	3											26
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, HARP			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								3											3
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												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										4			1	6
Voicemail message, Update T Number to FSID					1														1
Count		1	2	67	86	75	58	88	14	3	48	22	47	64	7	15	57	83	737