

Report Title: QSEP Cases Opened March 2020 through , Resolved
Run Date and Time: 07/01/2025 10:24:29 AM Eastern Daylight Time
Run by: Chad Dawson
Table name: sn_customerservice_program_qsep
Query Condition: Program = QSEP AND State in (Resolved, Closed) AND Opened > 03/01/2020 12:00:00 AM AND Opened < 06/01/2025 12:00:00 AM AND Resolved on Last month

	Category	Account Management					Non-Program Related (HARP only)	Programmatic					Technical Support			Count	
	Subcategory	Identity Proofing	Password Reset/Unlock	Profile Information	Provider Account	Role Request	HARP	Certificate	Site Navigation	Test/Evaluation	Training Content	Training Plan	Transcript	Audio/Visual	Page Errors		Other
Subject																	
Account Deactivation				1													1
Account Role Review				4													4
Add/Remove												1					1
Approve/Reject						1											1
Certificate								3									3
Corrupt SCO/Won't Advance											3						3
Dashboard, Tracking, SSR - General Inquiries				1													1
Facility Search					2												2
Feedback										1							1
Issue				1							1			1	3	2	8
Login			1				3										4
Login, Navigation							1										1
Login, Request						1											1
Login, Suspended Account			1														1
LSC Attestation, Question												1					1
Merge													1				1
Navigation										3							3
Navigation, Voicemail message										1							1
Primary/Secondary States				1													1
QSEP Performance Issue											1					2	3
Question													1				1
Sign-Up					1												1
SMQT										1							1
SSR - General Inquiries										1							1
Suspended Account							3										3
Tracking											6	1					7
Transcript				1													1
Update Profile Information				1			2										3
Voicemail message, HARP		1															1
Voicemail message, SMQT										1							1
Voicemail message, Update Record												1					1
Count		1	2	10	3	2	9	3	4	4	11	4	2	1	3	4	63