Report Title: QSEP Category/Subcategory Pivot Created Previous Month

Run Date and Time: 07/01/2025 10:24:56 AM Eastern Daylight Time

Run by: Chad Dawson

Table name:sn\_customerservice\_program\_qsepQuery Condition:Program = QSEP AND Created on Last month

	Category					Accou	nt Management	Non-Program Related (HARP only)						Pr	rogrammatic		Technical	Support	
Su	ubcategory	HARP	Identity Proofing	Password Poset/Unlo	ck Profile Information	Provider Account	Polo Poquest	LIADD	Cortificato	Donorts	Sita Navigation	Tost/Evaluation	Training Content	Training Plan	Transcript	Audio (Vicual	Dago Erroro		Count
Subject		HAKE	identity Frooming	rassword Reset/ Office	ck Frome information	Frovider Account	Noie Nequest	HARF	Certificate	Reports	Site Navigation	Test/ Evaluation	Irailing Content	Halling Flatt	Haliscript	Audio/ Visual	rage Litois	Otriei	
404 Account Activation					2	9 14	1							1					2
Account Activation, Voicemail message					2	3													20
Account Deactivation Add/Remove					:	2								1					4
Add/Remove, Navigation, Voicemail message														1	-				
Add/Remove, Voicemail message						4	20							1					
Approve/Reject Approve/Reject, Voicemail message						1	29 1												3( :
Caller Hung Up, Voicemail message									4.0									1	:
Certificate Certificate, Tracking						1	-		10 1	) I				1	-		2		14
Certificate, Voicemail message									_	-				1	-				
Corrupt SCO/Won't Advance Corrupt SCO/Won't Advance, Tracking													1	1			4	2	17
Email Confirmation						11								1	-				11
Email Confirmation, Account Activation Email Confirmation, Account Activation, Certificate						14	ļ												14
Email Confirmation, Account Activation, Certificate  Email Confirmation, Account Activation, Voicemail mess	ssage					2	-  -												2
Evaluation												1	-						1
Evaluation, Certificate Facility Search						5	;					1							
Feedback																		1	1
HARP HARP Link			1				1	1											2
Incorrect Help Desk					1		_	1				_		1	_	1		6	10
Issue Issue, 404						1 3	3 1	2		1		2	2	3 1	8	12	17	7	52 1
Issue, Repeat Training Inquiry														1					1
Issue, Voicemail message		1			107	1	-	1						1	-	2		1	5 151
Login, Account Activation		1			107	2	1	1						2	4			1	153 1
Login, Suspended Account								1											1
Login, Voicemail message Login, Voicemail message, Suspended Account						2	1	1											11 1
LSC Attestation														2	2				2
Manual Merge						1		2							2				2
Merge, Voicemail message					;	3									_				3
MFA, Update Profile Information, Voicemail message					1	1													1
MFA, Voicemail message						1		1											1
Navigation Navigation, Voicemail message						5	i			1	29		:	2 15		2	14		68
Other						1 2	2				3	•		1	-		1	3	<del>4</del> 8
Pilot Feedback														2					2
Pre/Post Test Pre/Post Test, Issue						]						2							3
Pre/Post Test, Prerequisites												1	-						1
Prerequisites Primary/Secondary States					•	3								1 4	ŀ				5 1
Profile Information						8													3
QIF Question							1	1						1 3	. 1				1
Question, Voicemail message							1	1				1		1	, 1			1	3
Request					:	2	10												12
Request, Approve/Reject Request, Voicemail message							1												1
Saviynt Maintenance 11.27.2023, SCO Error																	1		1

Category	Category			Account Management Non-Program Related (HARP only)								F	Programmatic			Technical Support		
Subcategory	LIADD Libertie December	D	Des 61 a la 6 a mara di an	Davids Assessed	Dala Damart	LIADD	Contie	Domonto	City Niversity at an	To at /Free least to as	Turbin Contont	Tarinin Diam	T	A !! - /\ /! !	D	041	Count	
Subject	HARP Identity Proof	ing Password Reset/Unlock	Profile Information	Provider Account	Role Request	HAKP	Certificate	Reports	Site Navigation	lest/Evaluation	Training Content	Iraining Plan	Iranscript	Audio/Visual	Page Errors	Other		
SCO Error		'		1				_							11		12	
Sign-Up Sign-Up, Login				1 4													5 1	
SMQT			;	3				1		4			1			1	10	
SMQT, General Performance Issue, Timeout SMQT, Voicemail message										1			1				1	
SSR - General Inquiries										1			7				8	
SSR - General Inquiries, Voicemail message										1							1	
SSR Change SSR-EP													1 1				1	
Suspended Account			1			2	1						1				5	
Tracking				1							10	)	4				15	
Tracking, Corrupt SCO/Won't Advance Tracking, QIF							1	1			2	1					1	
Training Plan Progress Bar							-						4				4	
Transcript Transcript Request			;	3									1				4	
Transcript, Request Update Profile Information			1	5 1	. 7		L						1				25	
Update Profile Information, Email Confirmation, Account Activation	n		_	1													1	
Update Profile Information, Navigation Update Profile Information, Question				1													1	
Update Profile Information, Question Update Profile Information, Voicemail message			;	3	1												4	
Update Record										1	1		8		10	8	28	
Update Record, Voicemail message Update T Number to FSID				3									1				1	
Update T Number to FSID, Voicemail message				1													1	
Voicemail message			1	1					1							1	4	
Voicemail message, Account Activation Voicemail message, Account Activation, Email Confirmation				l 1												1	2	
Voicemail message, Account Review				1													1	
Voicemail message, Approve/Reject					2											40	2	
Voicemail message, Caller Hung Up Voicemail message, Certificate							2	2								42	42	
Voicemail message, Corrupt SCO/Won't Advance							_	_							1		1	
Voicemail message, Email Confirmation				2													2	
Voicemail message, Email Confirmation, Account Activation Voicemail message, Incorrect Help Desk				2												1	1	
Voicemail message, Issue						2	2						1				3	
Voicemail message, Login		2	3	5		23	3								1	4	56	
Voicemail message, Login, Account Activation Voicemail message, Login, Suspended Account			1	I			3										4	
Voicemail message, Navigation				1					12	2			1				14	
Voicemail message, Question Voicemail message, Repeat Training Inquiry											1		1				1	
Voicemail message, Request					2								1				2	
Voicemail message, Sign-Up				1													1	
Voicemail message, Sign-Up, Question Voicemail message, SMQT, Question				1						1							1	
Voicemail message, SMQT, Request										1			1				1	
Voicemail message, SSR - General Inquiries			1				,			1					1		2	
Voicemail message, Suspended Account Voicemail message, Tracking			1			;	•				4						4	
Voicemail message, Transcript			:	2													2	
Voicemail message, Transcript, Request													1				1	
Voicemail message, Transcript, SMQT, Request Voicemail message, Update Profile Information				5	5								1				10	
Voicemail message, Update Record				1	3								3			1	5	
Voicemail message, Update T Number to FSID	4	4	0	1		~		1 0	4.5		4.5	_	F ^	47	(0	0.4	1	
Count	1	1 13	8 8	87	63	92	2 14	+ 3	45	5 20	45	7.	5 8	17	63	81	839	