



Florida Courts E-Filing Authority Board

Service Desk Report November 2017



Customer Service Incidents

November 2017

Status	September 2017	October 2017	November 2017
Incidents Received	2,042	2,771	2,440
Incidents Worked	2,019	2,751	2,416
Carry Over	46	52	50
# of Filings	984,383	1,325,797	1,204,772
# of Documents	1,409,516	1,921,991	1,695,966

Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 19 Minutes	.05 Days 25 Minutes	.04 Days 23 Minutes
Resolution Time	.09 Days 49 Minutes	.13 Days 1 Hour 8 Minutes	.12 Days 1 Hour 7 Minutes

Stakeholders: Case Managers, Court Reporters, Creditors, Domestic Violence Case Initiators, Law Enforcement, Local Agents, Media, Mediators, Mental Health, Process Servers, Professionals, and State Agents



Judge Incidents November 2017

Status	September 2017	October 2017	November 2017
Incidents Received	5	8	17
Incidents Worked	5	8	17
Carry Over	0	0	0
# of Filings	71,783	101,071	88,778
# of Documents	75,412	107,193	94,258

Average Acknowledgement/Resolution Times			
Acknowledge Time	.00 Days 2 Minutes	.02 Days 8 Minutes	.01 Days 4 Minutes
Resolution Time	.01 Days 5 Minutes	.04 Days 20 Minutes	.04 Days 19 Minutes
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



Pro Se Incidents November 2017

Status	September 2017	October 2017	November 2017
Incidents Received	313	411	392
Incidents Worked	308	411	385
Carry Over	1	3	4
# of Filings	6,832	8,701	8,001
# of Documents	10,801	14,899	13,896

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 23 Minutes	.06 Days 30 Minutes	.05 Days 27 Minutes
Resolution Time	.10 Days 53 Minutes	.15 Days 1Hour20Minutes	.12 Days 1 Hour 3 Minutes
Stakeholders: Pro Se filers and Agent for Pro Se Filer			



Attorney Incidents November 2017

Status	September 2017	October 2017	November 2017
Incidents Received	1,724	2,352	2,031
Incidents Worked	1,706	2,332	2,014
Carry Over	45	49	46
# of Filings	862,559	1,165,854	1,059,208
# of Documents	1,269,531	1,736,631	1,587,812

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 19 Minutes	.04 Days 24 Minutes	.04 Days 21 Minutes
Resolution Time	.09 Days 50 Minutes	.12 Days 1Hour 5 Minutes	.12 Days 1 Hour 3 Minutes
Stakeholders: Attorneys and their representatives			



Technical/System Incidents

November 2017

Status	September 2017	October 2017	November 2017
Incidents Received	272	341	273
Incidents Worked	256	326	264
Carry Over	11	12	17
# of Filings	7,073	10,006	7,932
# of Documents	8,270	11,731	9,549

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 21 Minutes	.03 Days 17 Minutes	.04 Days 22 Minutes
Resolution Time	.45 Days 4 Hours 1 Minutes	.35 Days 3 Hours 7 Minutes	.35 Days 3 Hours 6 Minutes
Stakeholders: Clerks of Court and their staff			



Top Types of Incidents

Attorneys		
Account Set-up	Case Look-Up	Create New Filing
E-Service Issue	Login Issues	Password Reset
Payment Question	Pending Registration	Profile Edit
Referred to County		
Self-Represented Litigant/Pro Se		
Account Set-up	Case Look-Up	Create New Filing
E-Service Issue	Filing Status Check	General Question
Login Issues	Password Reset	Payment Assistance
Referred To County		
Judges		
Account Set-up	E-Service Issue	Pending Registration



E-Portal Service Desk Initiatives

Pending Filing Clean-Up

Month/Year	Count
November 2015	78,000
November 2016	1,783
November 2017	2,218

Site Visits

County	Month
Dixie County	February 2017
Escambia County	May 2017
Dixie County	May 2017

If you'd like to schedule an onsite visit or have questions, please feel free to contact the Service Center at **(850) 414-2210**.

or contact me direct at: **Gia Howell (850) 577-4578** email: ghowell@flclerks.com



At-A-Glance Statistics

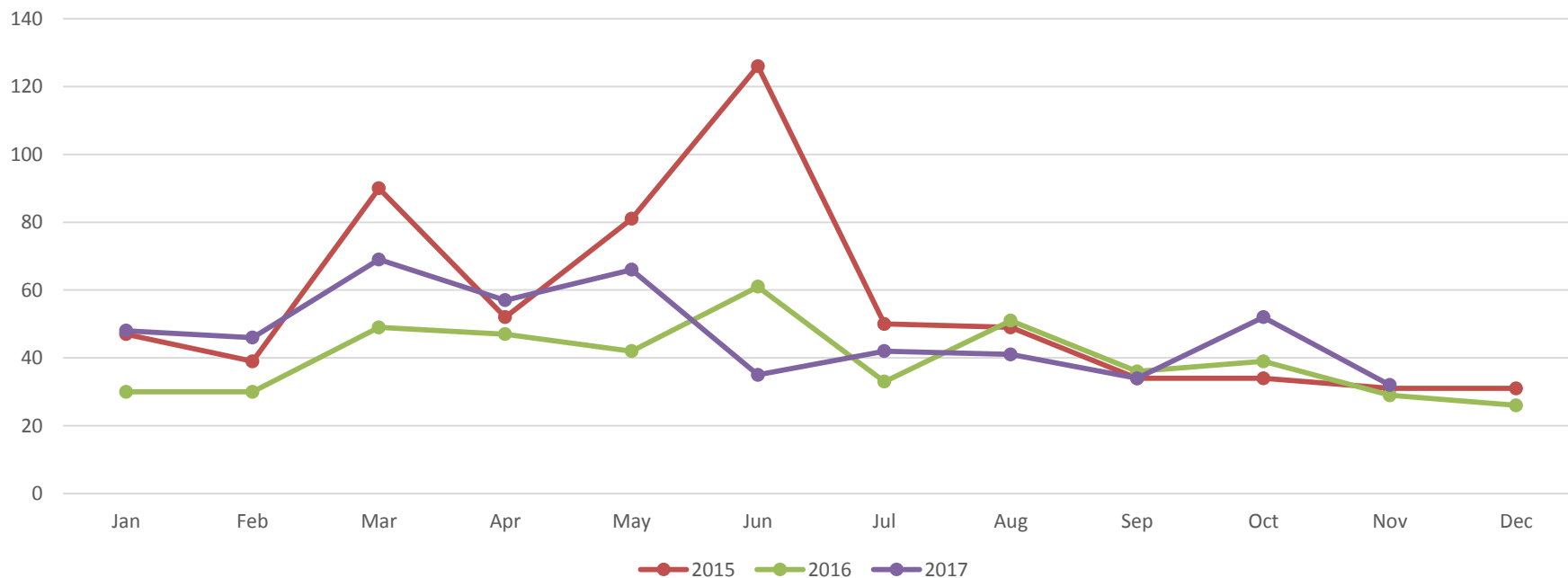
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	47	39	90	52	81	126	50	49	34	34	31	31
2016	30	30	49	47	42	61	33	51	36	39	29	26
2017	48	46	69	57	66	35	42	41	34	52	32	

County Accounts

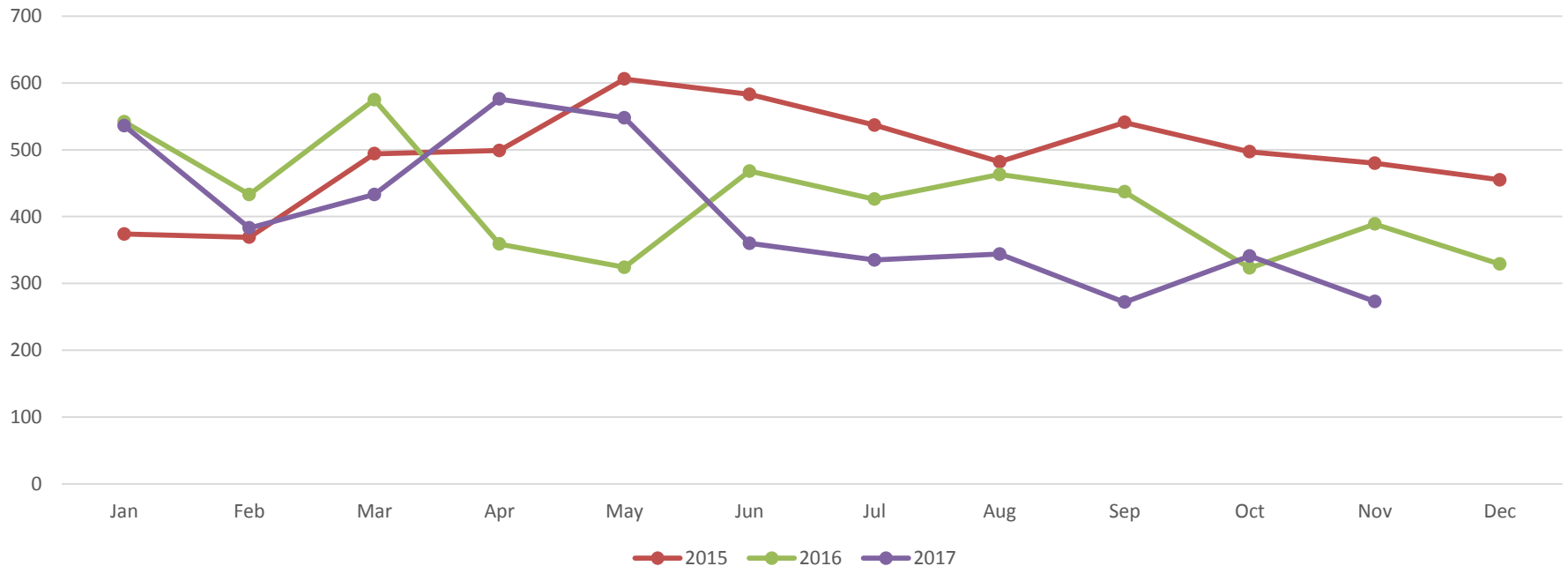




County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	374	369	494	499	606	583	537	482	541	497	480	455
2016	542	433	575	359	324	468	426	463	437	323	389	329
2017	536	383	433	576	548	360	331	344	272	341	273	

County Calls

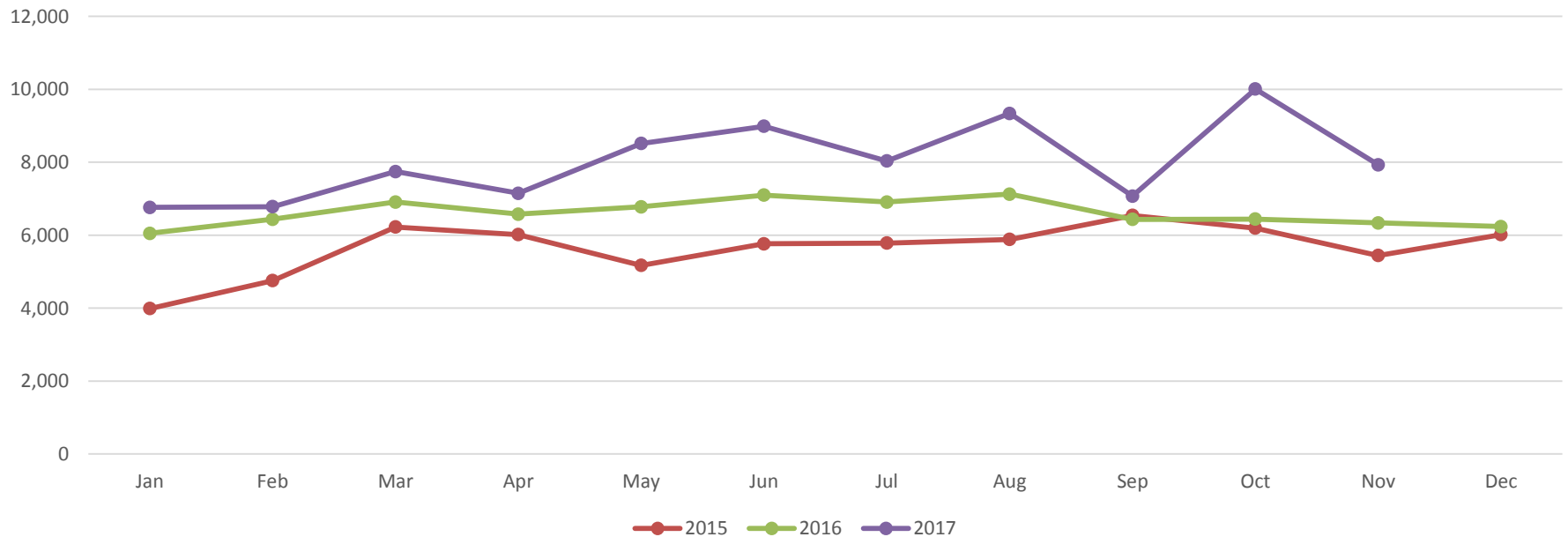




County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,990	4,753	6,223	6,015	5,172	5,764	5,783	5,884	6,540	6,195	5,443	6,015
2016	6,050	6,436	6,909	6,575	6,777	7,097	6,909	7,124	6,432	6,440	6,337	6,238
2017	6,761	6,781	7,745	7,149	8,513	8,987	8,036	9,338	7,073	10,006	7,932	

County Filings

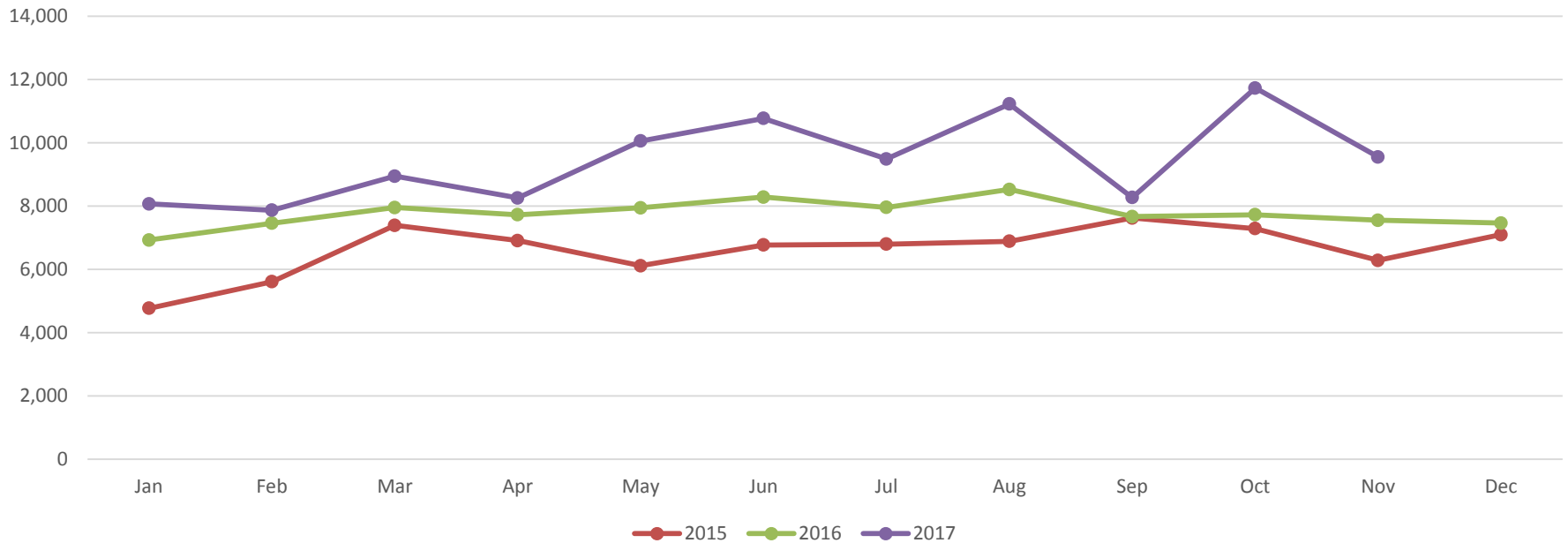




County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	4,768	5,608	7,391	6,906	6,115	6,769	6,795	6,885	7,622	7,289	6,283	7,096
2016	6,926	7,457	7,952	7,724	7,945	8,283	7,955	8,525	7,666	7,723	7,551	7,462
2017	8,069	7,780	8,944	8,258	10,055	10,768	9,489	11,225	8,270	11,731	9,549	

County Docs

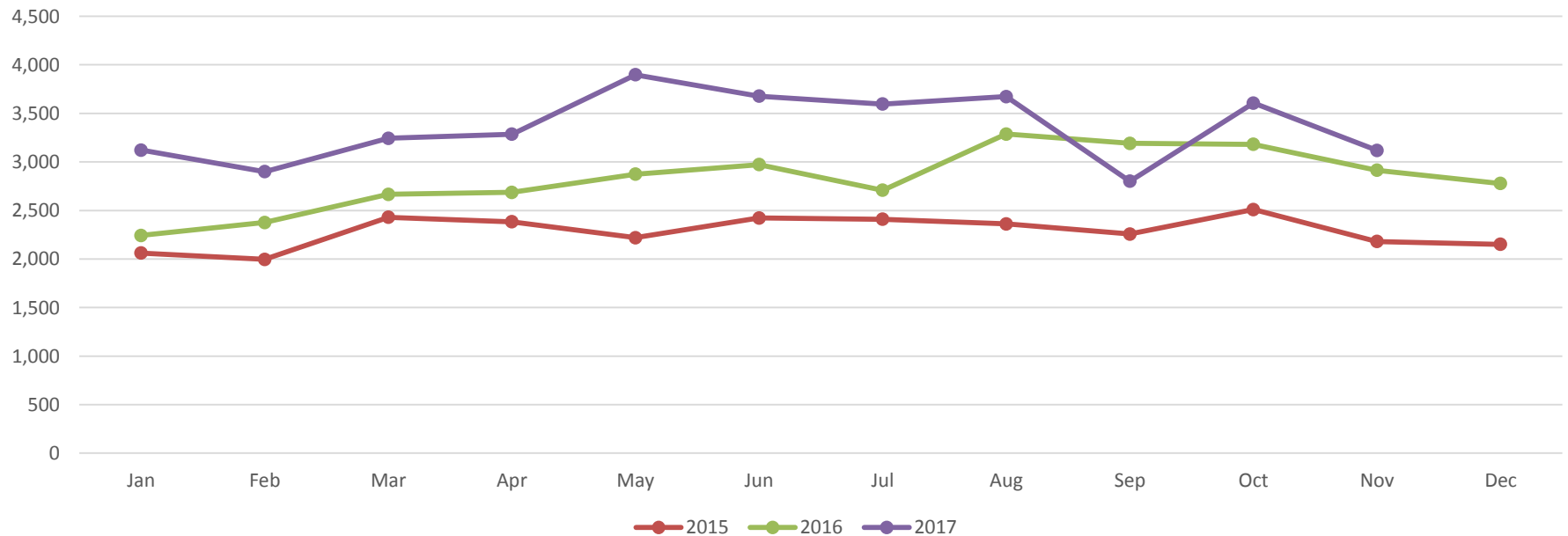




Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	2,062	1,997	2,430	2,383	2,219	2,423	2,410	2,362	2,257	2,510	2,181	2,151
2016	2,243	2,376	2,666	2,687	2,874	2,973	2,709	3,287	3,191	3,181	2,915	2,778
2017	3,122	2,900	3,244	3,286	3,897	3,677	3,596	3,673	2,801	3,606	3,119	

Customer Service Accounts

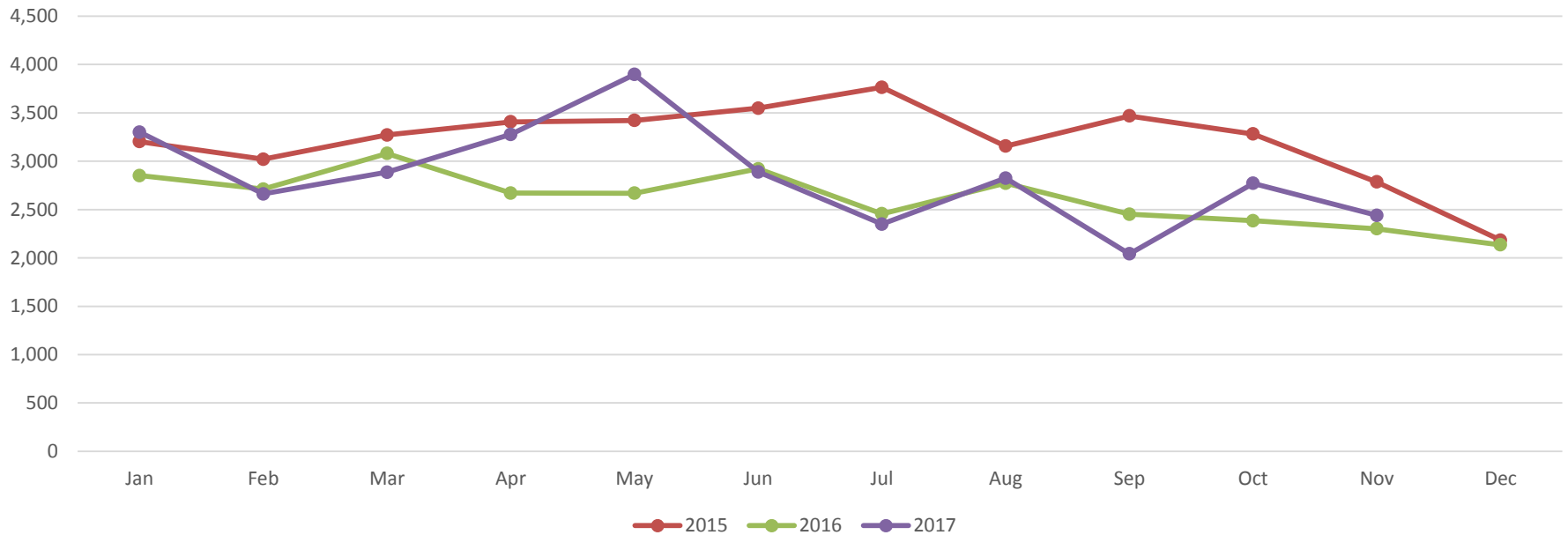




Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,203	3,021	3,271	3,407	3,421	3,549	3,764	3,156	3,469	3,282	2,786	2,184
2016	2,852	2,712	3,081	2,671	2,669	2,922	2,456	2,773	2,452	2,385	2,302	2,136
2017	3,301	2,662	2,886	3,278	3,897	2,889	2,349	2,825	2,042	2,771	2,440	

Customer Service Calls

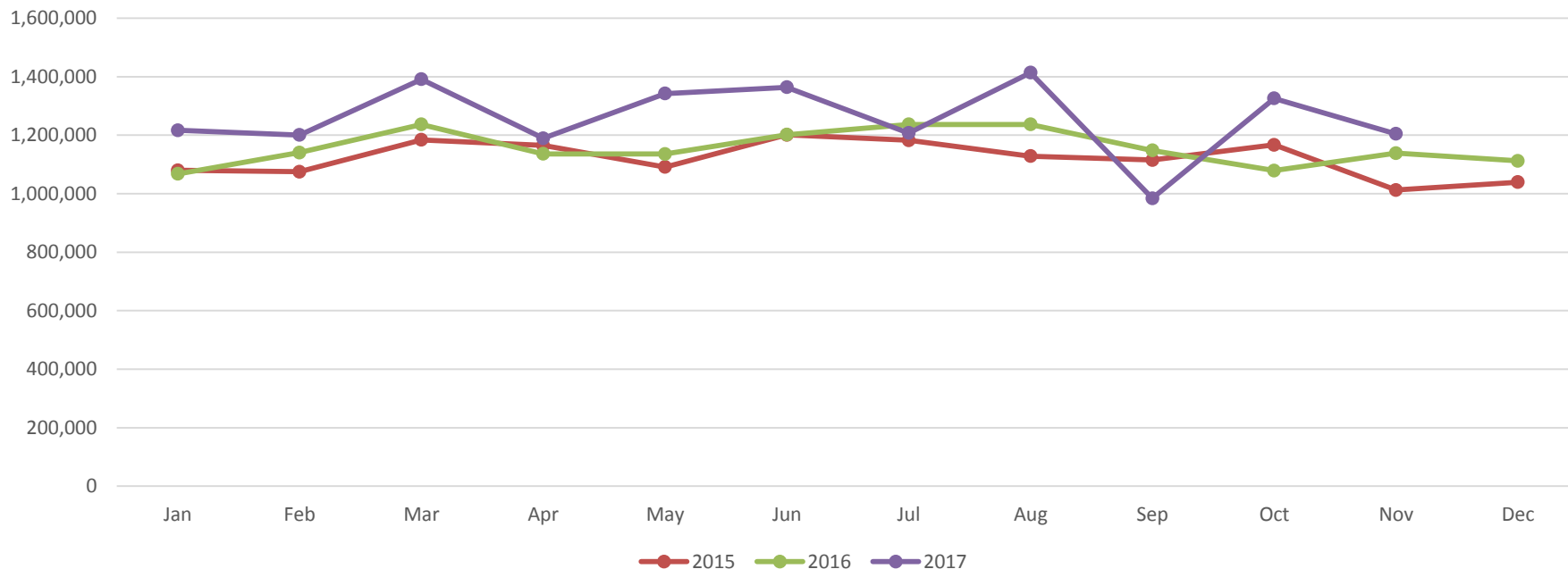




Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,080,109	1,074,817	1,184,109	1,164,815	1,091,394	1,200,965	1,182,545	1,128,309	1,115,091	1,166,700	1,012,485	1,039,584
2016	1,067,747	1,140,458	1,236,627	1,136,218	1,135,684	1,201,808	1,236,631	1,236,758	1,147,920	1,079,158	1,138,754	1,112,009
2017	1,216,780	1,200,505	1,391,103	1,189,562	1,342,424	1,363,757	1,207,665	1,413,512	984,383	1,325,797	1,204,772	

Customer Service Filings

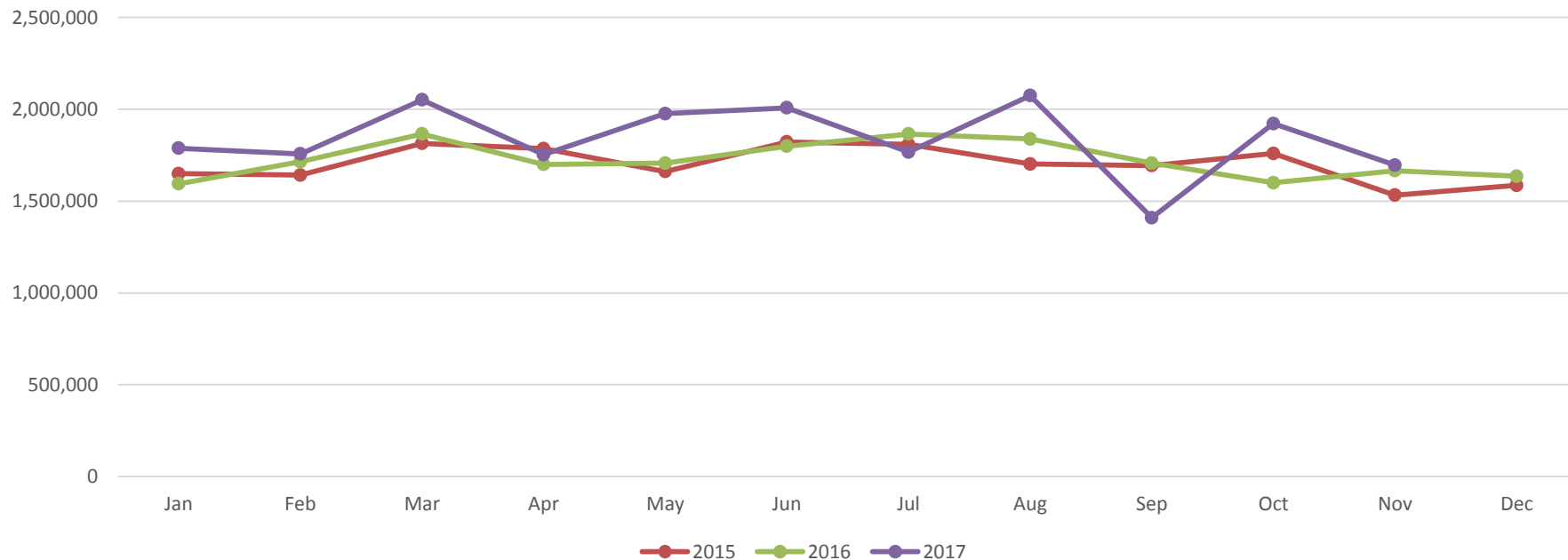




Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,649,347	1,641,519	1,814,544	1,786,124	1,660,997	1,821,824	1,809,267	1,701,816	1,693,795	1,759,495	1,532,854	1,586,227
2016	1,594,688	1,714,780	1,865,776	1,699,662	1,707,096	1,798,999	1,865,858	1,838,473	1,706,919	1,600,176	1,665,997	1,635,463
2017	1,787,852	1,757,366	2,051,735	1,753,046	1,976,465	2,007,674	1,766,890	2,074,346	1,409,516	1,921,991	1,695,966	

Customer Service Docs

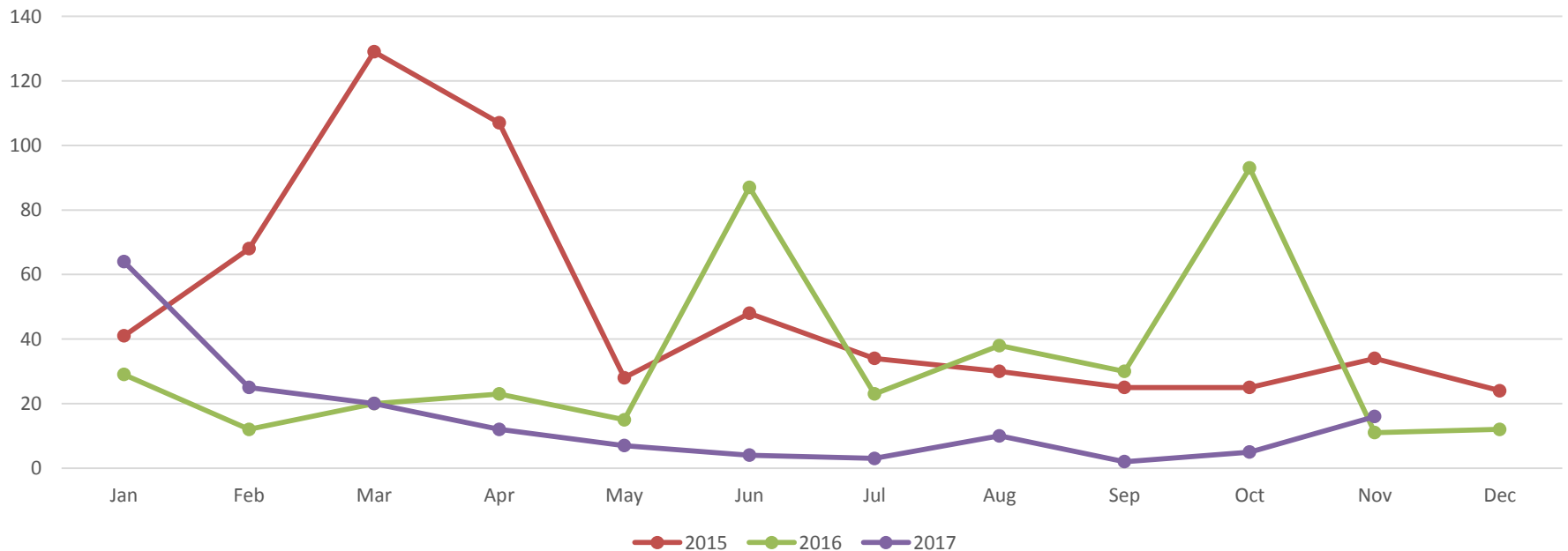




Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	41	68	129	107	28	48	34	30	25	25	34	24
2016	29	12	20	23	15	87	23	38	30	93	11	12
2017	64	25	20	12	7	4	3	10	2	5	16	

Judge Accounts

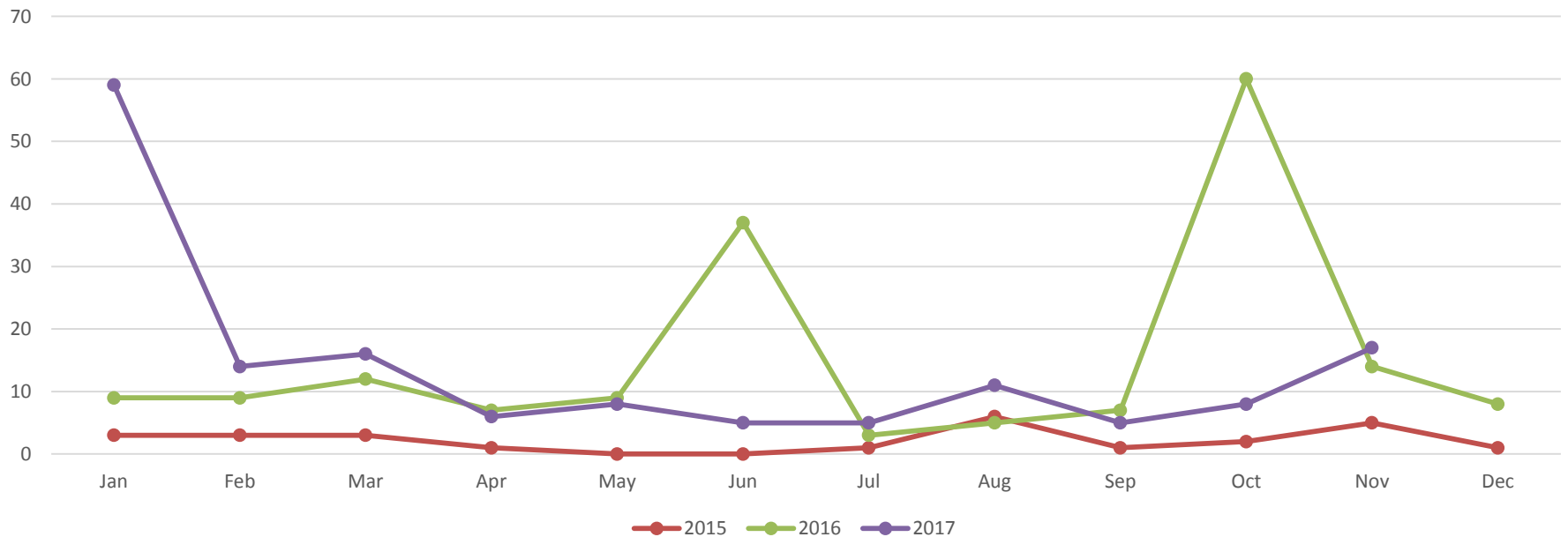




Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3	3	3	1	0	0	1	6	1	2	5	1
2016	9	9	12	7	9	37	3	5	7	60	14	8
2017	59	14	16	6	8	5	5	11	5	8	17	

Judge Calls

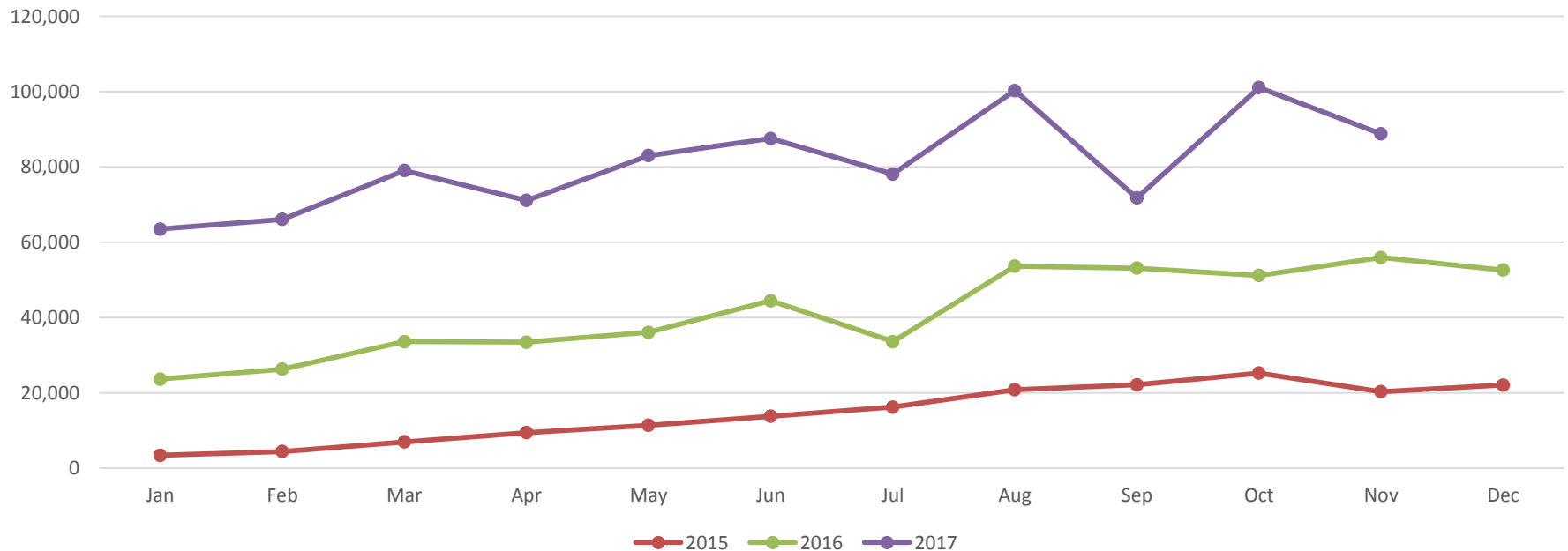




Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,427	4,414	6,981	9,450	11,397	13,786	16,224	20,829	22,123	25,266	20,313	22,068
2016	23,632	26,312	33,590	33,443	36,062	44,448	33,590	53,640	53,133	51,170	55,942	52,603
2017	63,514	66,084	79,403	71,118	83,013	87,540	78,092	100,277	71,783	101,071	88,778	

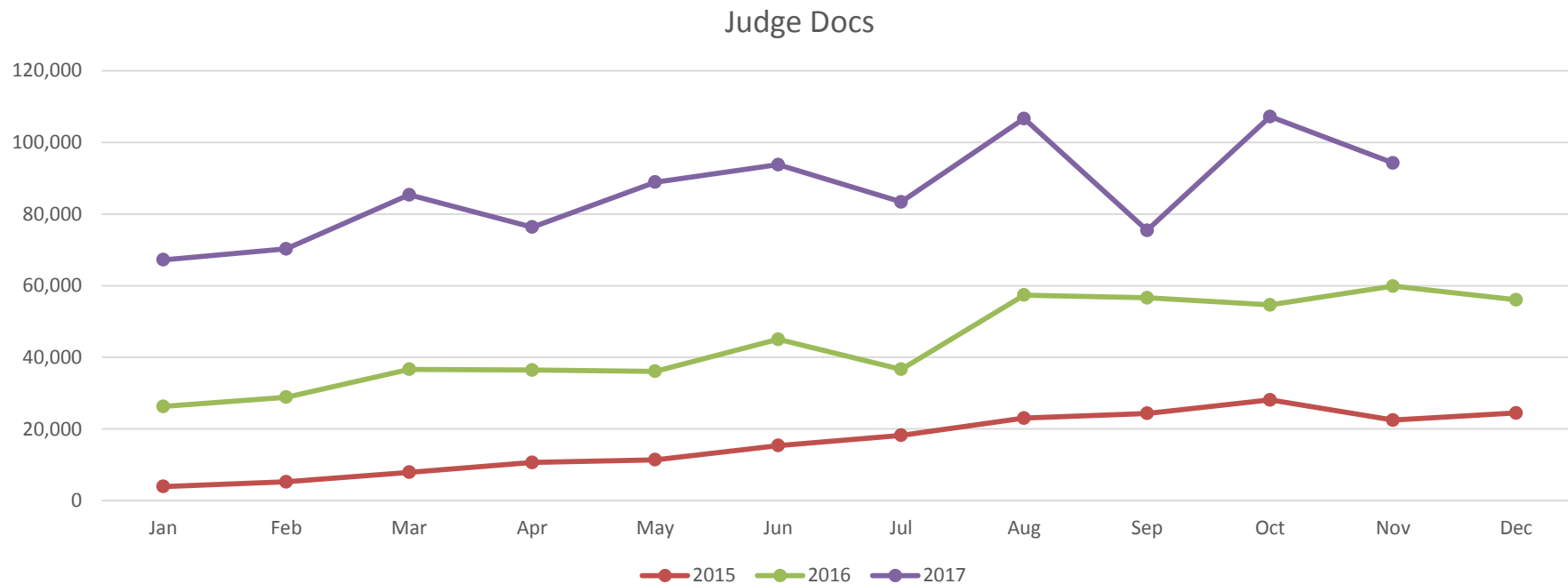
Judge Filings





Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,902	5,232	7,900	10,630	11,397	15,342	18,193	23,000	24,308	28,106	22,471	24,446
2016	26,256	28,859	36,639	36,417	36,062	45,032	36,639	57,357	56,598	54,607	59,853	56,071
2017	67,219	70,275	85,358	76,352	88,879	93,785	83,361	106,658	75,412	107,193	94,258	

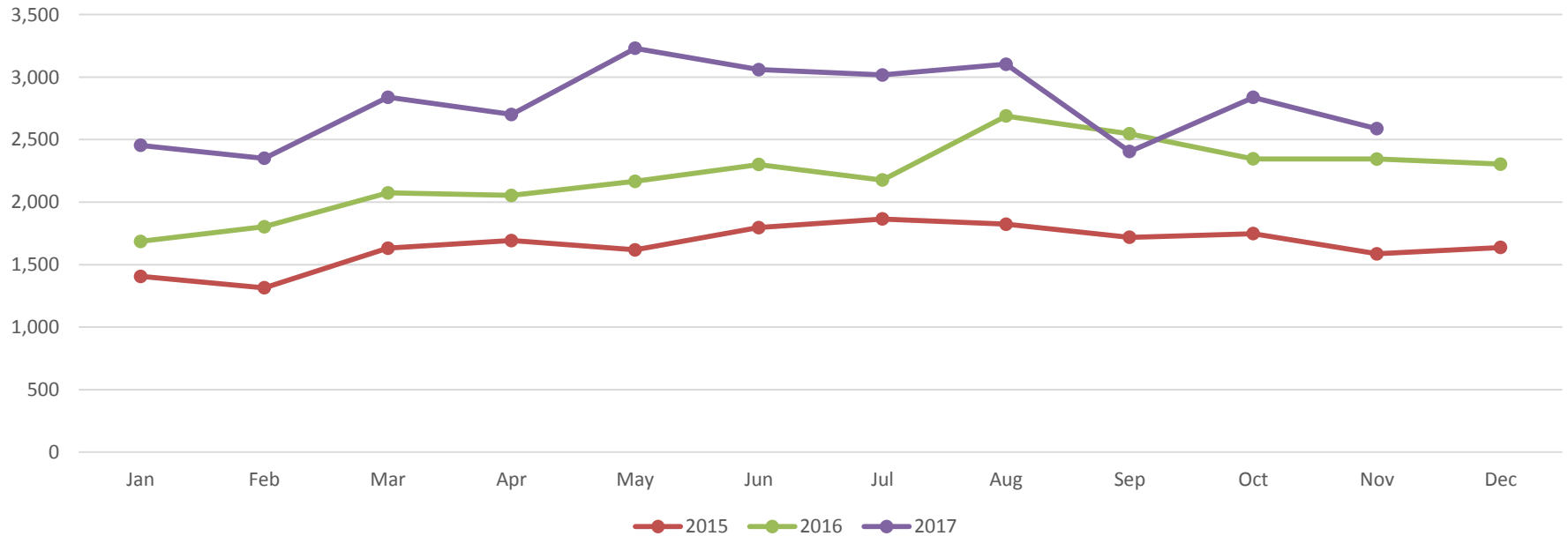




Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,406	1,315	1,632	1,693	1,618	1,796	1,865	1,823	1,718	1,748	1,586	1,637
2016	1,686	1,803	2,074	2,054	2,166	2,300	2,176	2,689	2,547	2,346	2,345	2,304
2017	2,454	2,350	2,839	2,701	3,230	3,060	3,017	3,102	2,404	2,838	2,587	

Pro Se Accounts

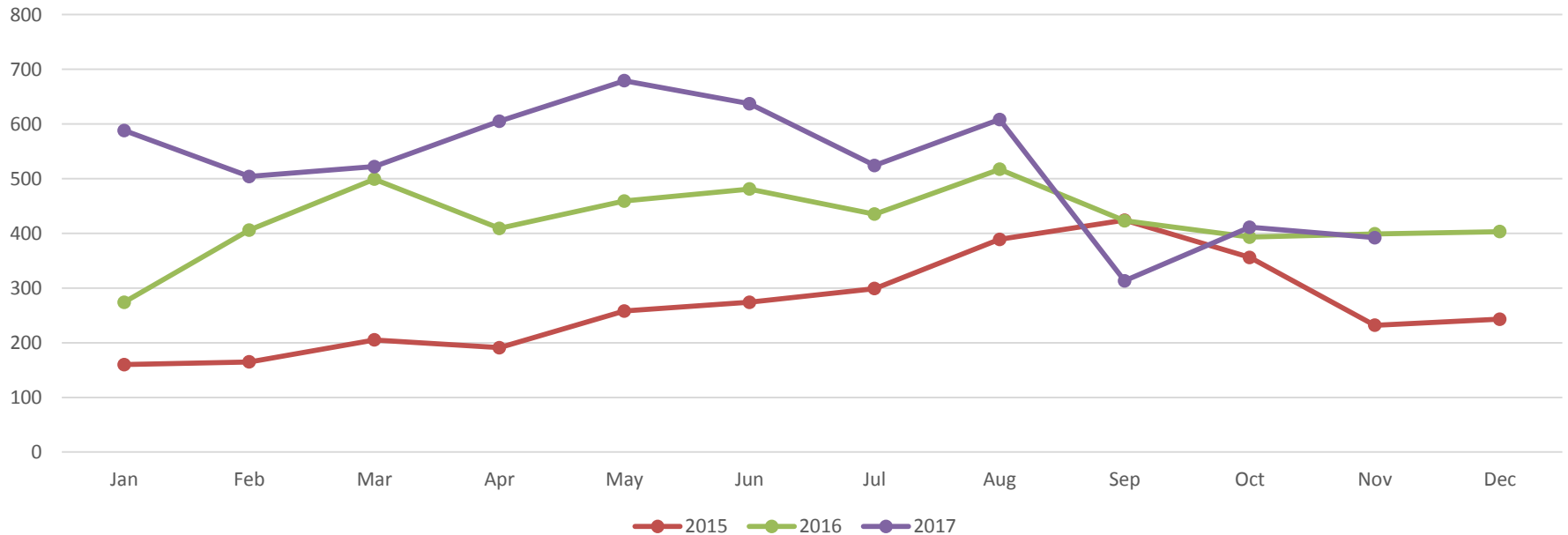




Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	160	165	205	191	258	274	299	389	424	356	232	243
2016	274	406	499	409	459	481	435	517	423	393	399	403
2017	588	504	522	605	679	637	524	608	313	411	392	

Pro Se Calls

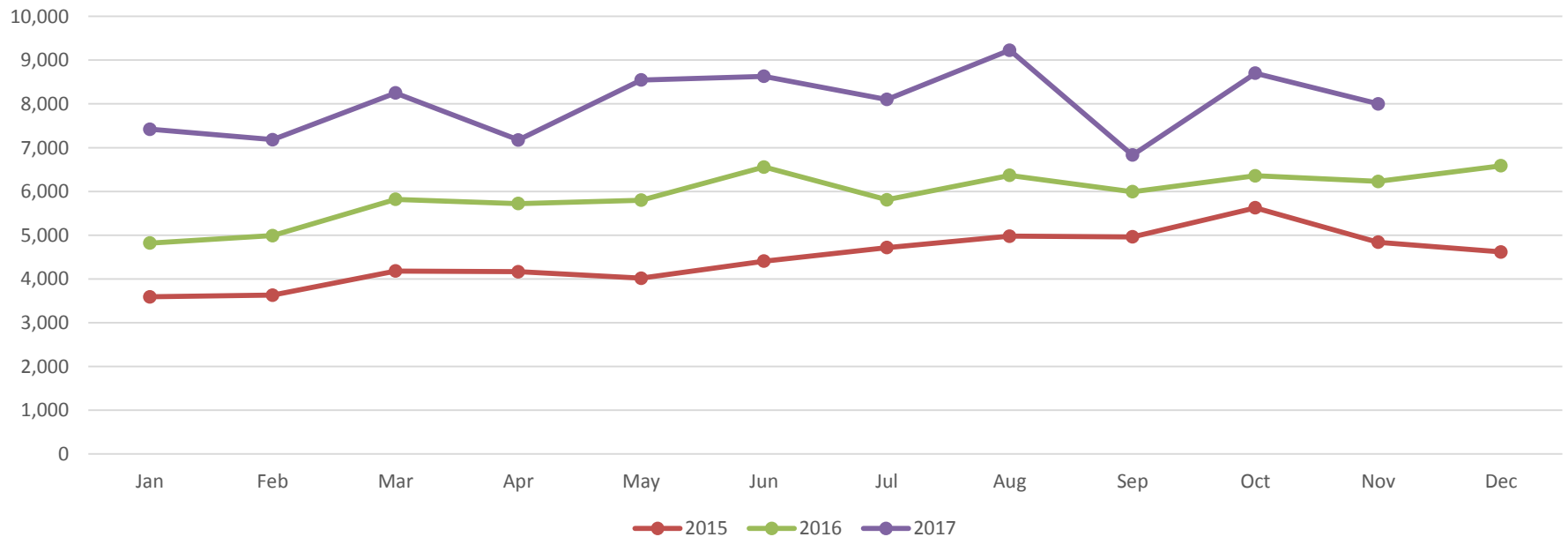




Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,592	3,630	4,181	4,167	4,018	4,407	4,718	4,977	4,960	5,626	4,839	4,617
2016	4,820	4,991	5,819	5,722	5,798	6,556	5,808	6,368	5,994	6,356	6,227	6,585
2017	7,419	7,183	8,248	7,177	8,545	8,629	8,101	9,224	6,832	8,701	8,001	

Pro Se Filings

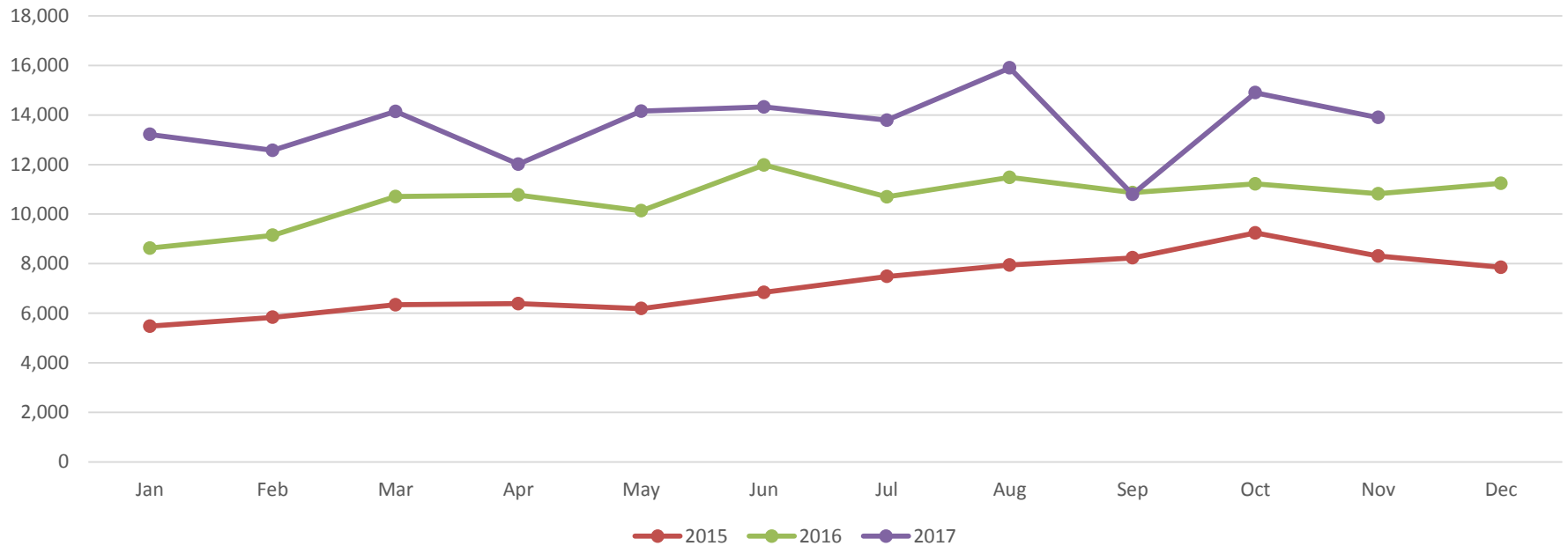




Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	5,473	5,831	6,338	6,386	6,188	6,841	7,483	7,943	8,236	9,239	8,307	7,855
2016	8,625	9,146	10,706	10,772	10,135	11,980	10,695	11,479	10,867	11,219	10,822	11,240
2017	13,218	12,575	14,140	12,017	14,151	14,327	13,792	15,897	10,801	14,899	13,896	

Pro Se Docs

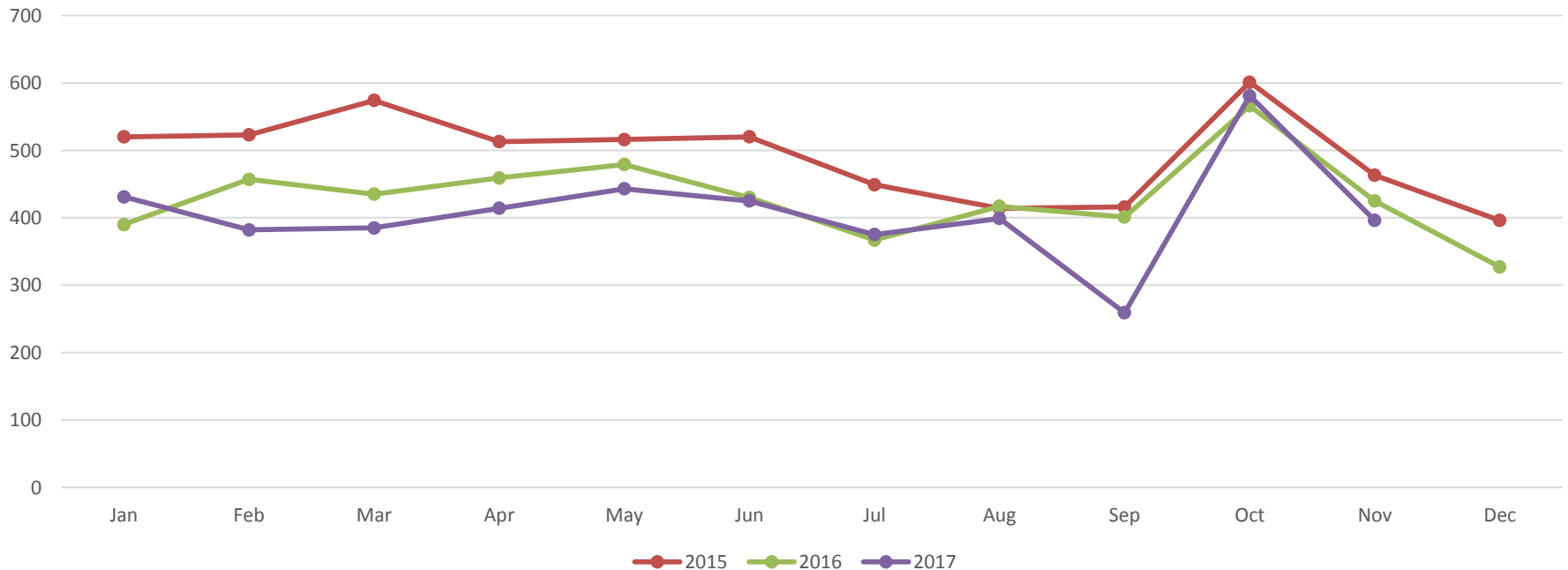




Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	520	523	574	513	516	520	449	414	416	601	463	396
2016	390	457	435	459	479	430	367	417	401	556	425	327
2017	431	382	385	414	443	425	375	399	259	581	396	

Attorney Accounts

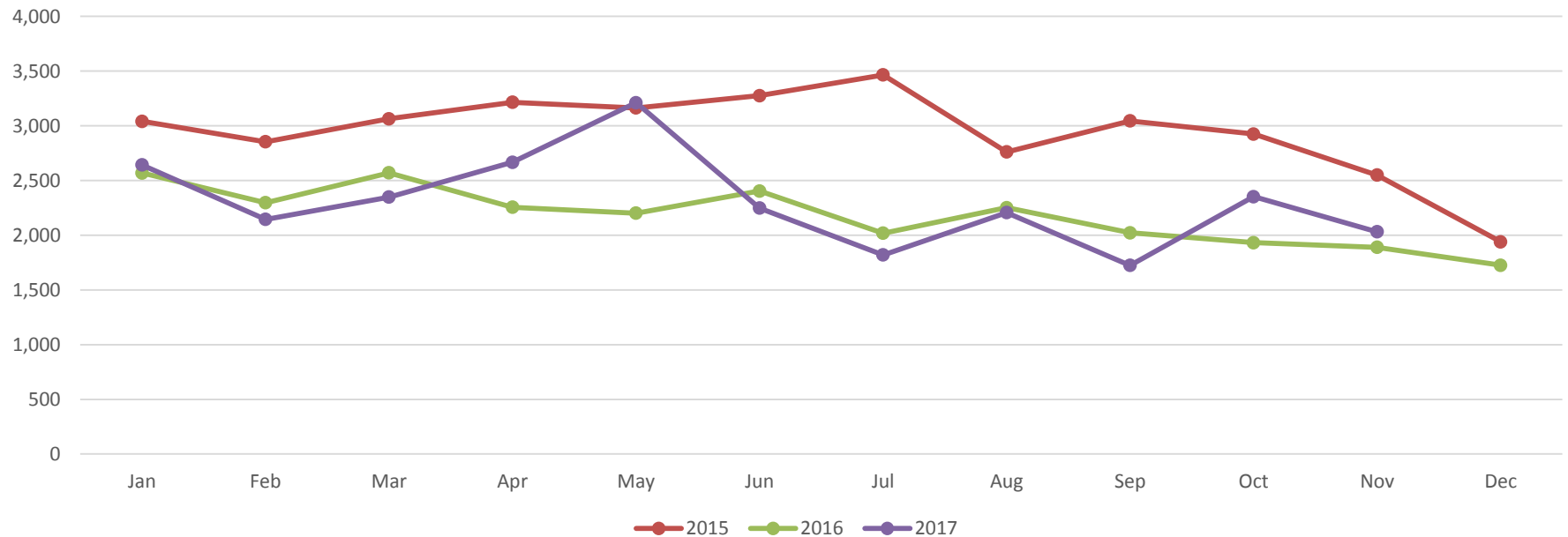




Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3,040	2,853	3,063	3,215	3,163	3,275	3,464	2,761	3,044	2,924	2,549	1,940
2016	2,569	2,297	2,570	2,255	2,201	2,404	2,018	2,251	2,022	1,932	1,889	1,725
2017	2,642	2,144	2,348	2,667	3,210	2,247	1,820	2,206	1,724	2,352	2,031	

Attorney Calls

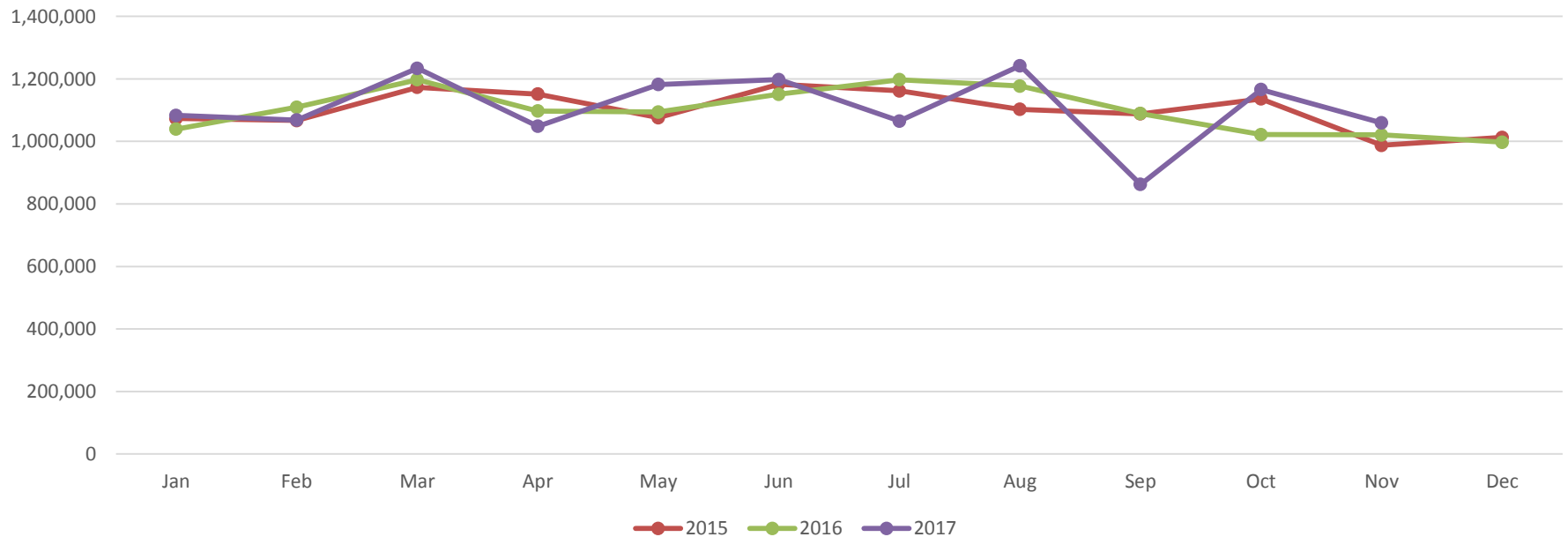




Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,073,090	1,066,773	1,172,947	1,151,198	1,075,979	1,182,772	1,161,603	1,102,503	1,088,008	1,135,808	987,333	1,012,899
2016	1,039,295	1,109,155	1,197,218	1,097,053	1,093,824	1,150,804	1,197,233	1,176,750	1,088,793	1,021,632	1,020,903	997,361
2017	1,083,285	1,068,192	1,233,923	1,048,147	1,181,822	1,197,600	1,065,247	1,241,750	862,559	1,165,854	1,059,208	

Attorney Filings





Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,639,972	1,630,456	1,800,306	1,769,108	1,643,412	1,799,641	1,783,591	1,678,816	1,661,251	1,722,150	1,502,076	1,553,926
2016	1,559,807	1,676,775	1,818,431	1,652,473	1,660,899	1,741,987	1,818,524	1,781,116	1,639,454	1,534,350	1,503,008	1,502,212
2017	1,632,796	1,603,031	1,869,100	1,589,549	1,790,827	1,815,925	1,600,944	1,876,031	1,269,531	1,736,631	1,587,812	

Attorney Docs

