



Florida Courts E-Filing Authority Board

Service Desk Report

May 2018



Customer Service Incidents

May 2018

Status	March 2018	April 2018	May 2018
Incidents Received	3,215	3,081	3,253
Incidents Worked	3,203	3,066	3,243
Carry Over	31	28	20
# of Filings	1,402,172	1,363,732	1,435,900
# of Documents	2,072,675	2,009,401	2,130,678

Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 17 Minutes	.03 Days 16 Minutes	.02 Days 9 Minutes
Resolution Time	.09 Days 49 Minutes	.08 Days 42 Minutes	.06 Days 33 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 May 2018

Status	March 2018	April 2018	May 2018
Incidents Received	11	12	7
Incidents Worked	11	12	7
Carry Over	0	0	0
# of Filings	108,706	111,988	113,615
# of Documents	115,240	118,835	120,295

Average Acknowledgement/Resolution Times			
Acknowledge Time	.02 Days 8Minutes	.02 Days 12 Minutes	.00 Days 2 Minutes
Resolution Time	.04 Days 19 Minutes	.04 Days 19 Minutes	.02 Days 10 Minutes
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



Pro Se Incidents May 2018

Status	March 2018	April 2018	May 2018
Incidents Received	430	357	348
Incidents Worked	427	356	347
Carry Over	1	5	6
# of Filings	8,991	9,127	9,920
# of Documents	15,689	15,303	16,981

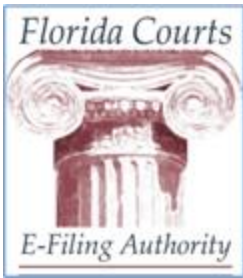
Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 15 Minutes	.02 Days 12 Minutes	.02 Days 9 Minutes
Resolution Time	.08 Days 43 Minutes	.07 Days 37 Minutes	.06 Days 31 Minutes
Stakeholders: Pro Se filers and Agent for Pro Se Filer			



Attorney Incidents May 2018

Status	March 2018	April 2018	May 2018
Incidents Received	2,774	2,724	2,898
Incidents Worked	2,793	2,710	2,889
Carry Over	30	23	14
# of Filings	1,226,145	1,183,066	1,249,112
# of Documents	1,869,365	1,801,545	1,916,525

Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 17 Minutes	.03 Days 17 Minutes	.02 Days 9 Minutes
Resolution Time	.09 Days 49 Minutes	.08 Days 43 Minutes	.06 Days 33 Minutes
Stakeholders: Attorneys and their representatives			



Technical/System Incidents May 2018

Status	March 2018	April 2018	May 2018
Incidents Received	345	361	455
Incidents Worked	328	348	445
Carry Over	9	14	20
# of Filings	7,897	7,736	8,265
# of Documents	9,843	9,759	10,470

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 24 Minutes	.05 Days 25 Minutes	.03 Days 16 Minutes
Resolution Time	.49 Days 4 Hours 27 Minutes	.46 Days 4 Hours 9 Minutes	.42 Days 3 Hours 44 Minutes
Stakeholders: Clerks of Court and their staff			



Top Types of Incidents

Attorneys		
Account Set-up	Create New Filing	E-Service Issue
General Question	Login Issues	Outage
Password Reset	Payment Assistance	Pending Registration
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 Question
Referred To County		
Judges		
Document Tab	Login Issues	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

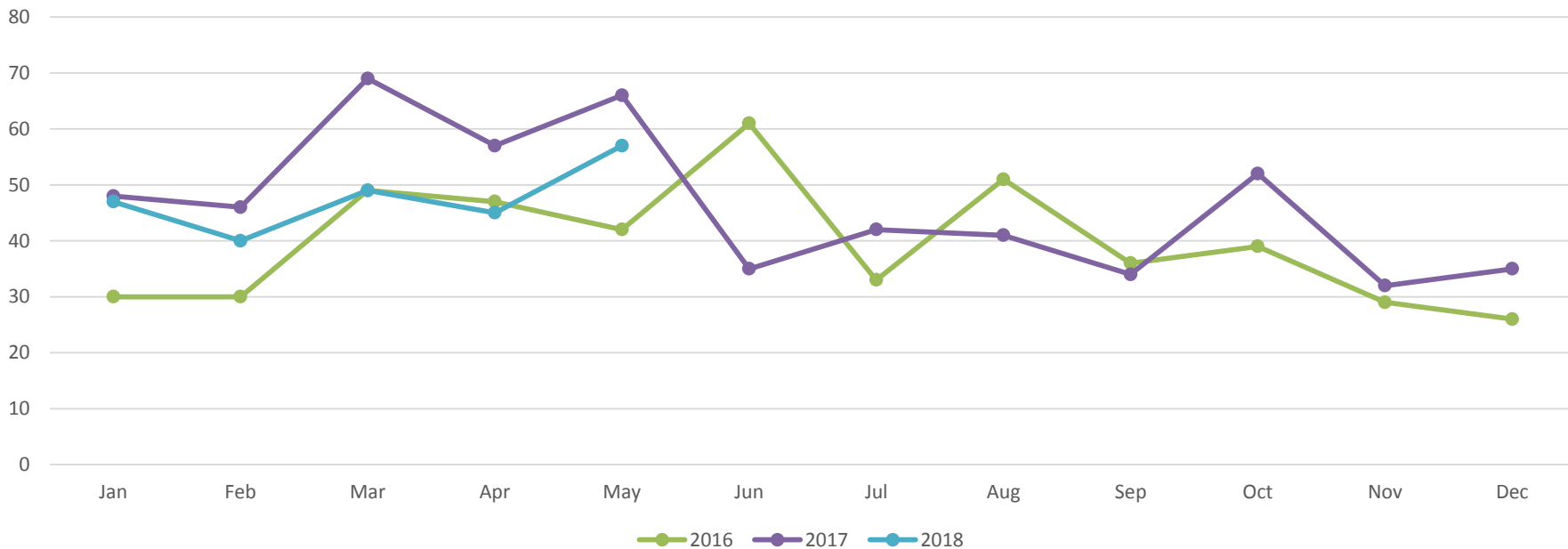
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	35
2018	47	40	49	45	57							

County Accounts

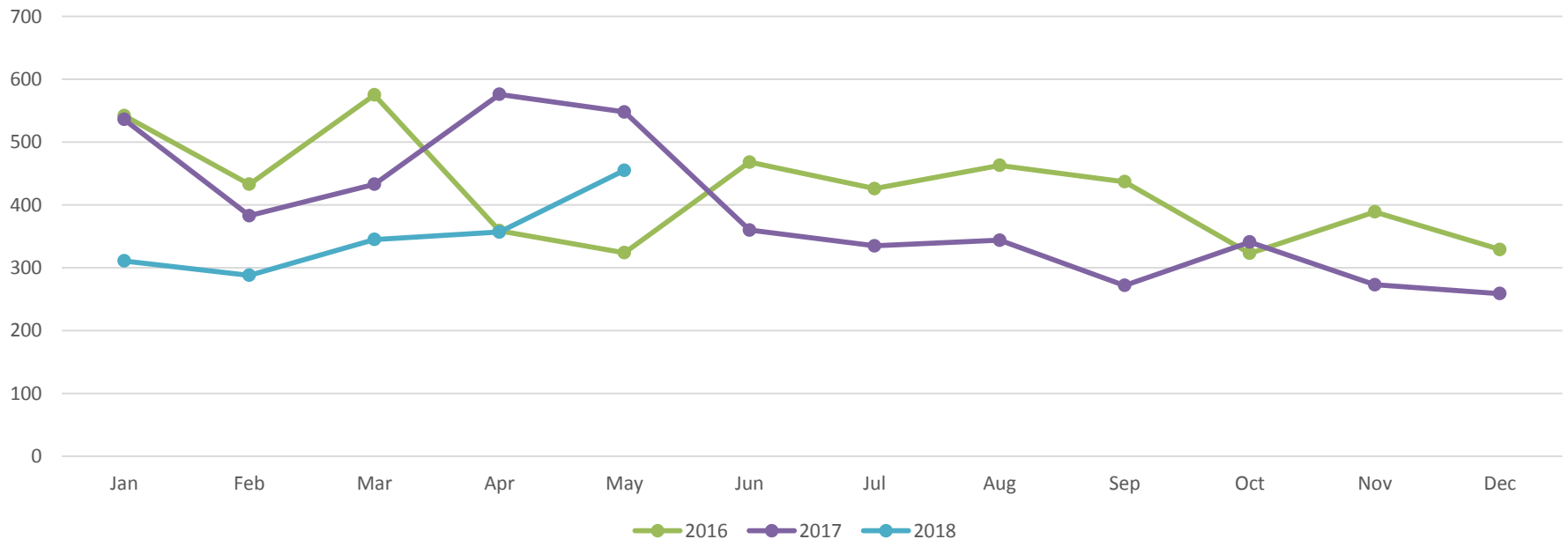




County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	259
2018	311	288	345	361	455							

County Calls

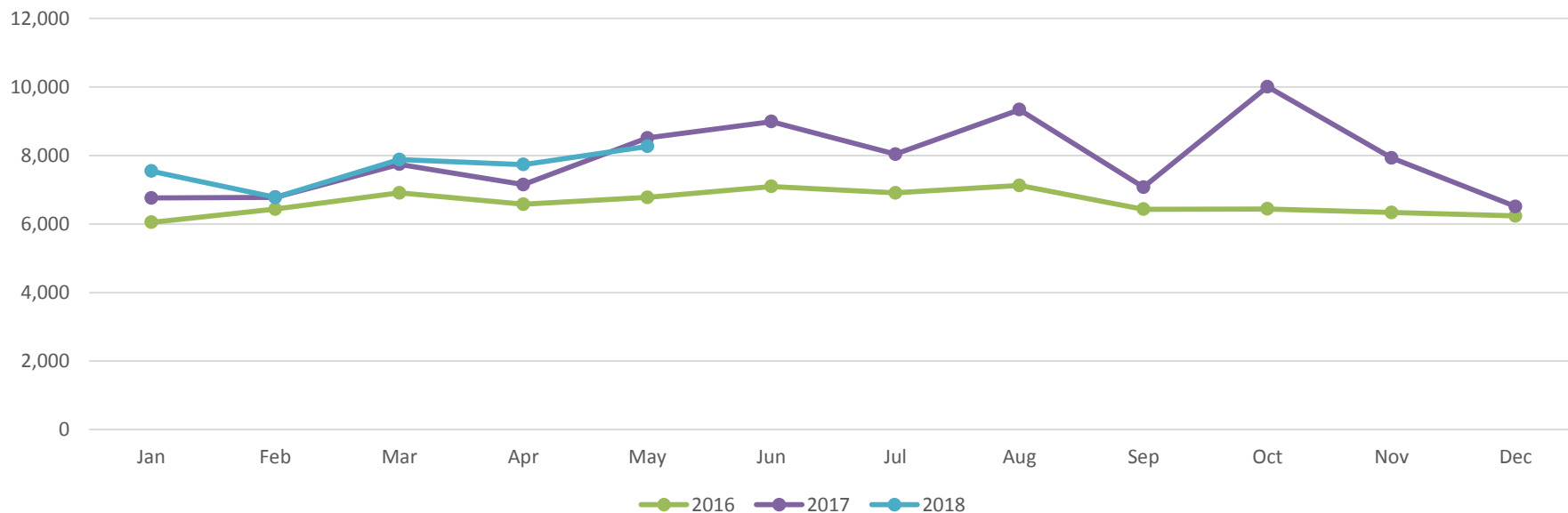




County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	6,509
2018	7,546	6,774	7,879	7,736	8,265							

County Filings

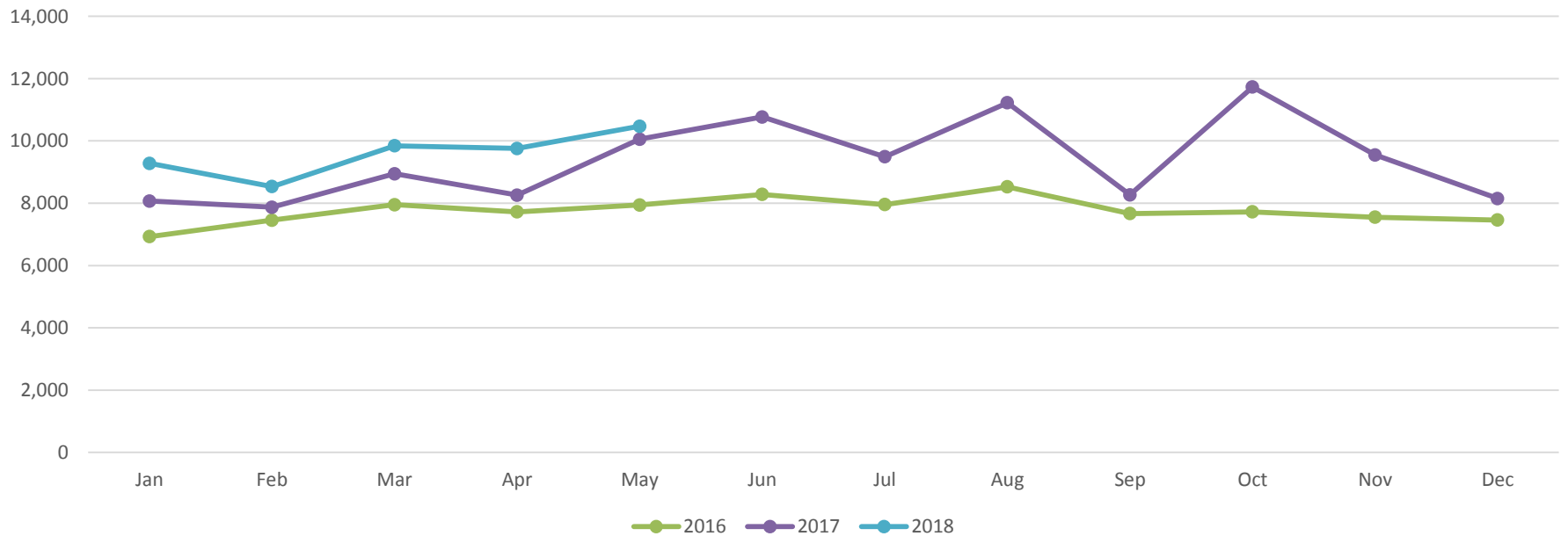




County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	8,151
2018	9,277	8,533	9,843	9,759	10,470							

County Docs

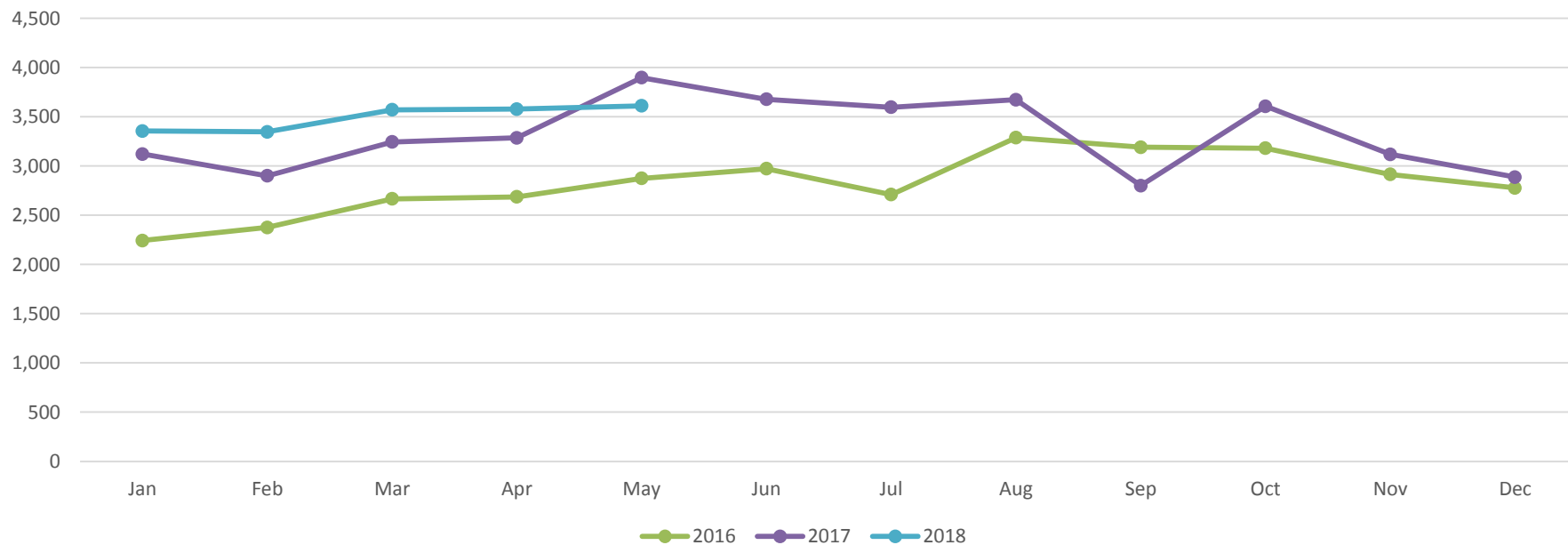




Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,887
2018	3,356	3,346	3,570	3,578	3,611							

Customer Service Accounts

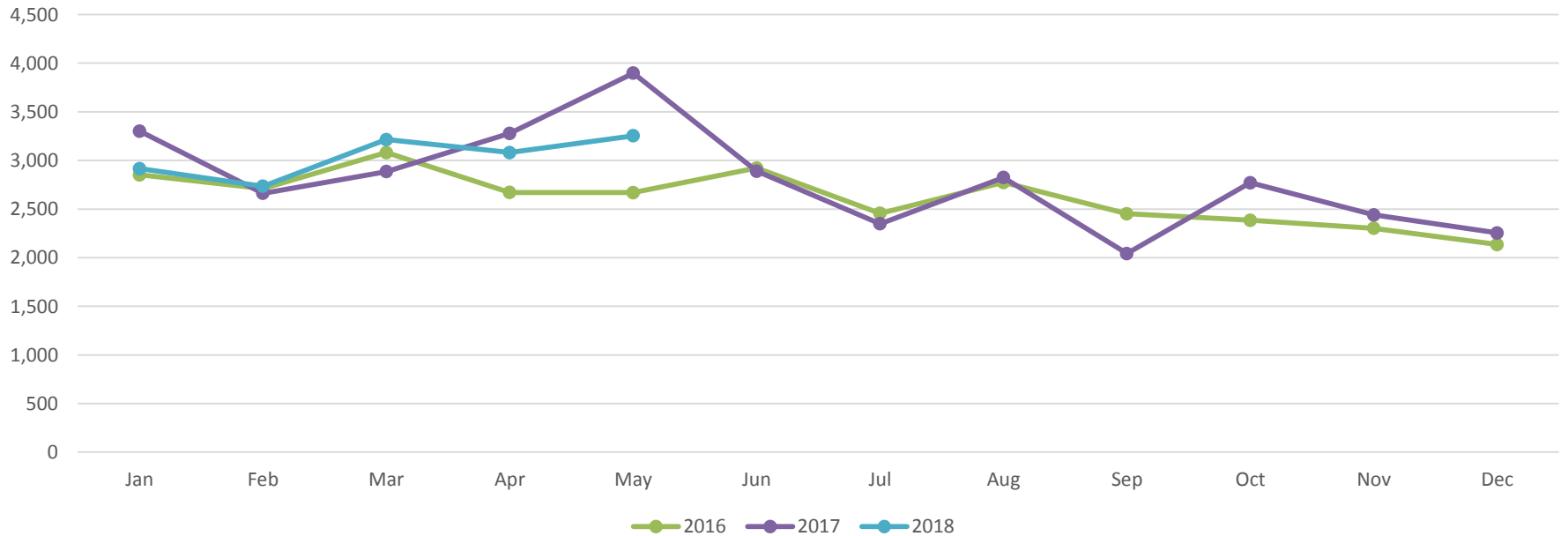




Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,255
2018	2,916	2,735	3,215	3,081	3,253							

Customer Service Calls

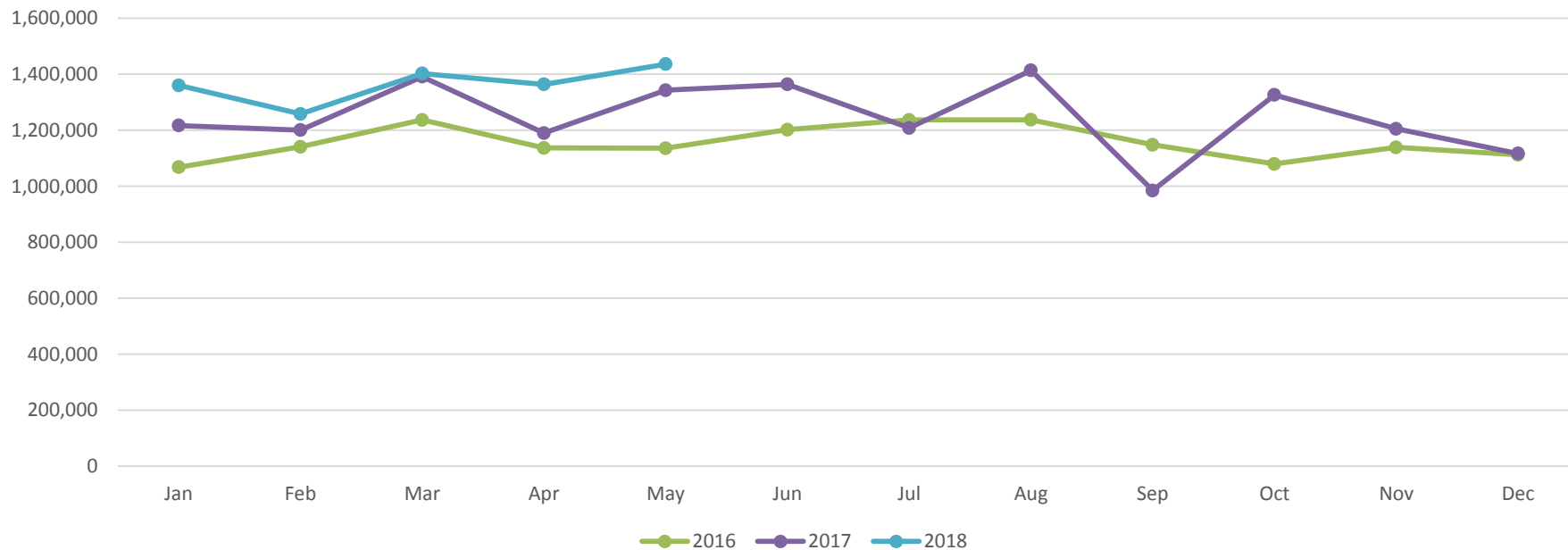




Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,116,576
2018	1,359,942	1,257,942	1,402,172	1,363,732	1,435,900							

Customer Service Filings

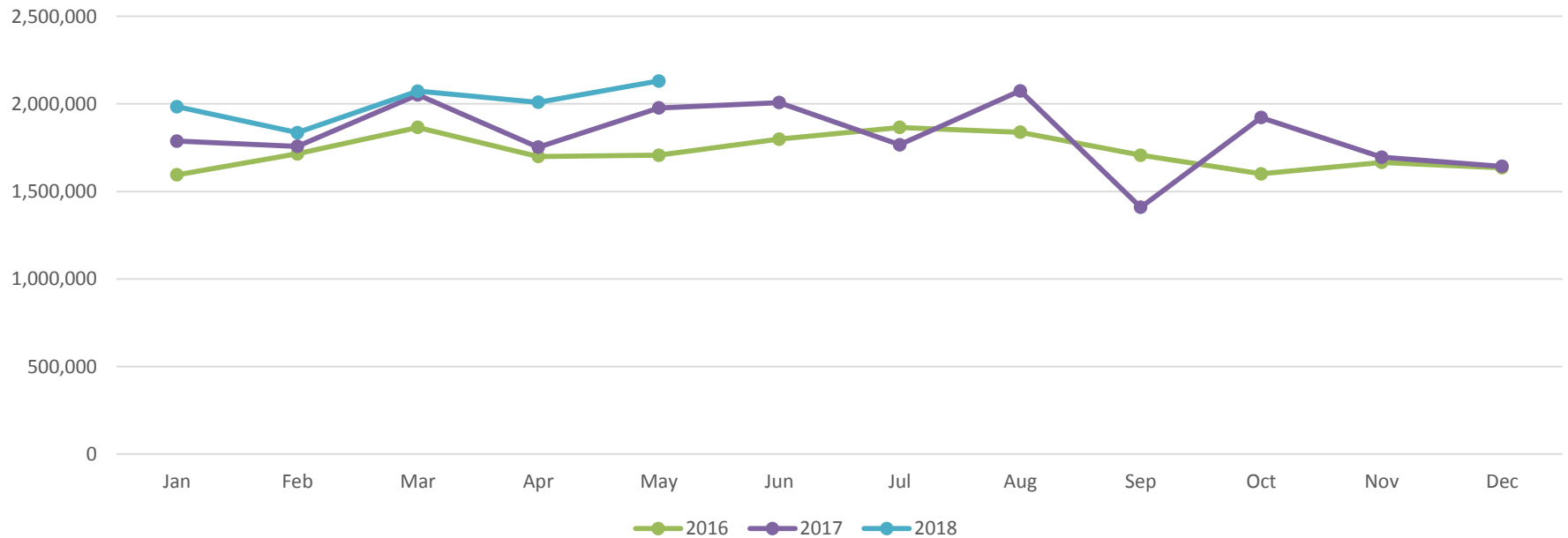




Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,116,576
2018	1,984,219	1,836,173	2,072,675	2,009,401	2,130,678							

Customer Service Docs

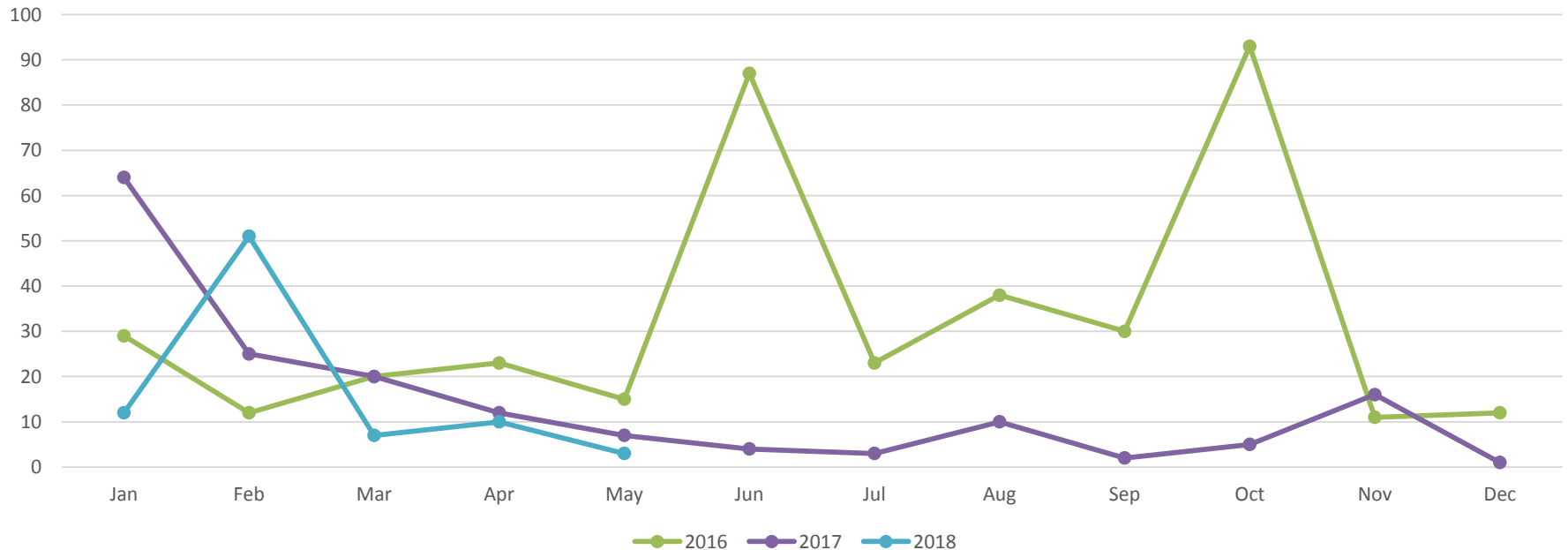




Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1
2018	12	51	7	10	3							

Judge Accounts

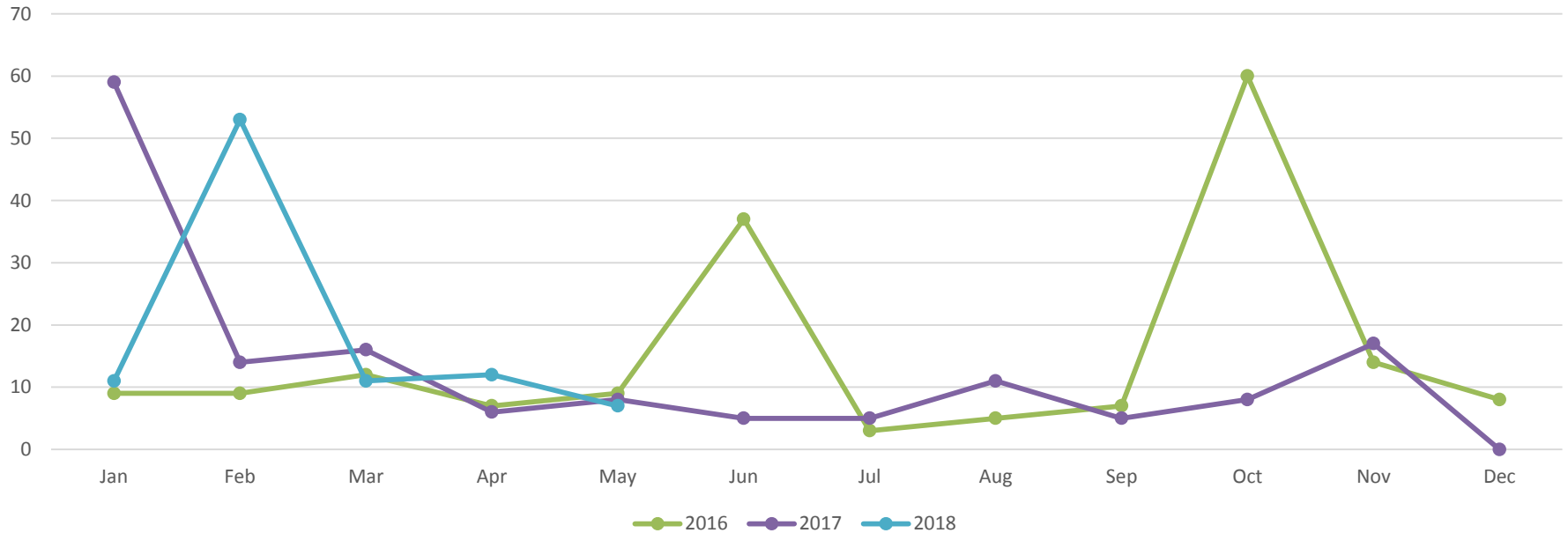




Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	0
2018	11	53	11	12	7							

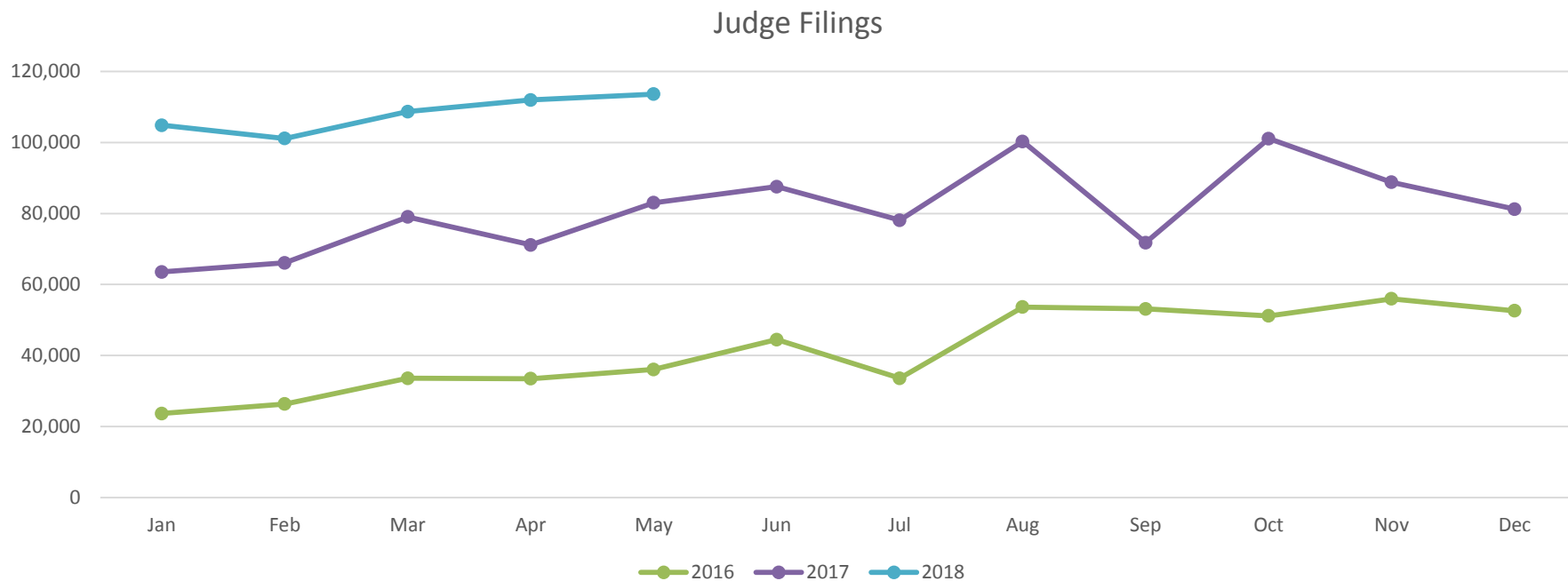
Judge Calls





Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	81,229
2018	104,868	101,141	108,706	111,988	113,615							

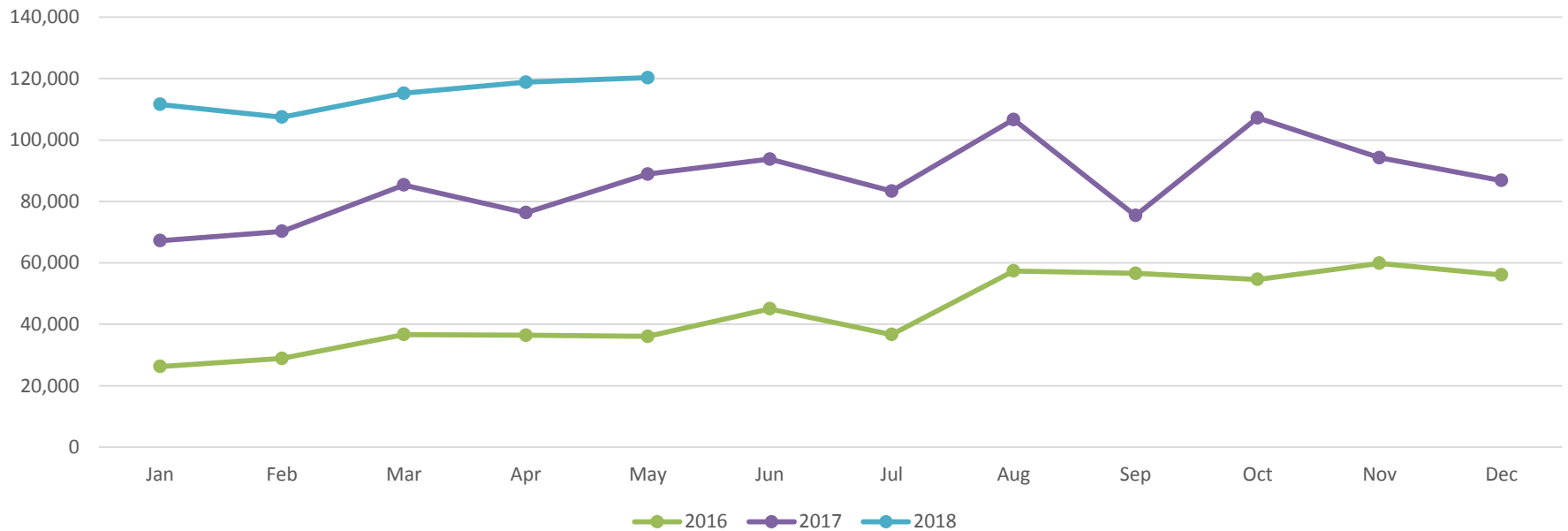




Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	86,830
2018	111,589	107,456	115,240	118,835	120,295							

Judge Docs

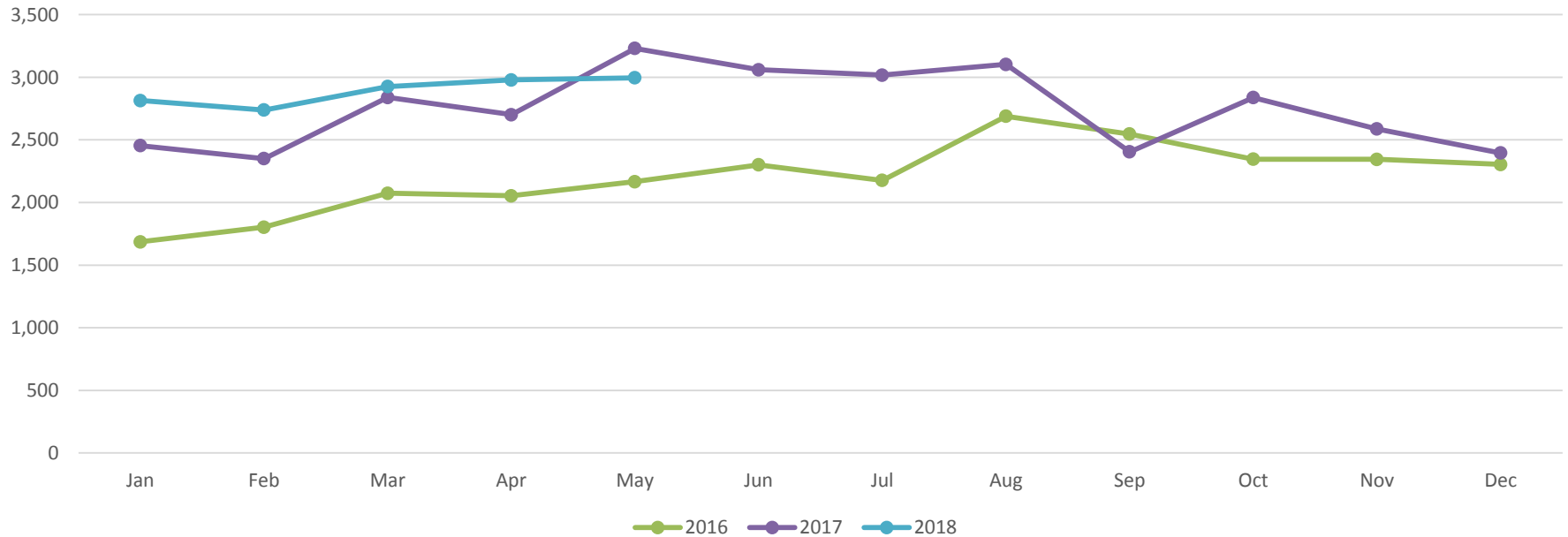




Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,395
2018	2,814	2,738	2,926	2,979	2,995							

Pro Se Accounts

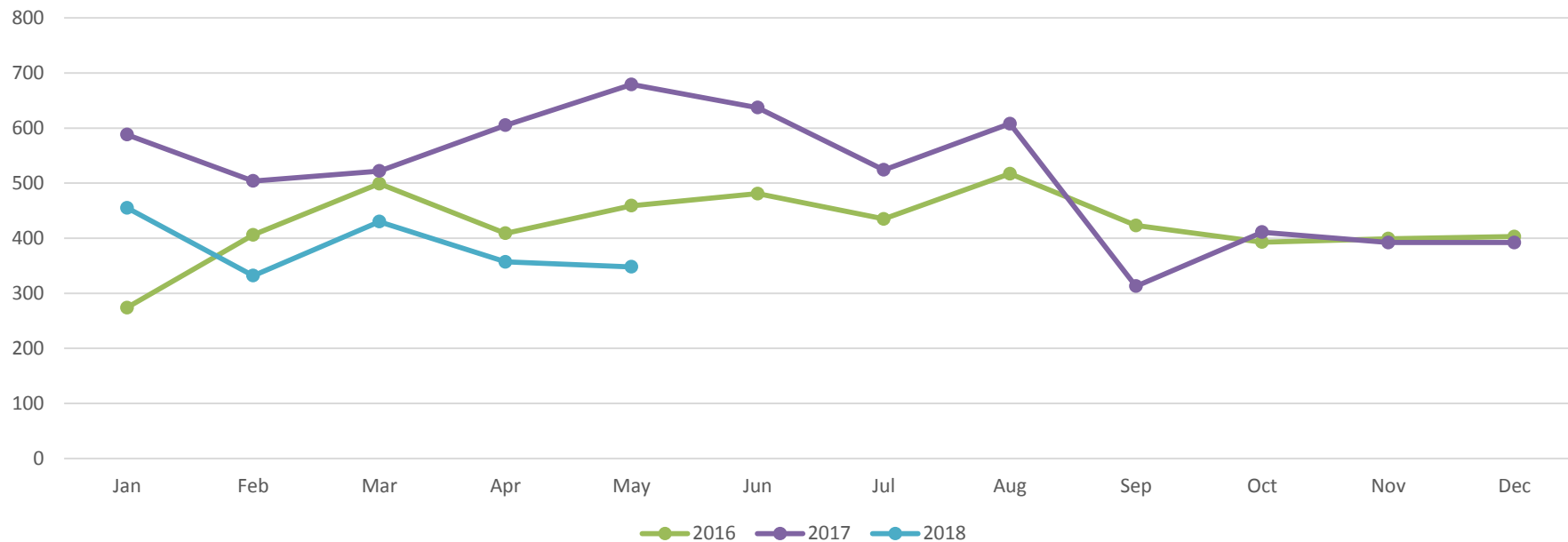




Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	392
2018	455	332	430	357	348							

Pro Se Calls

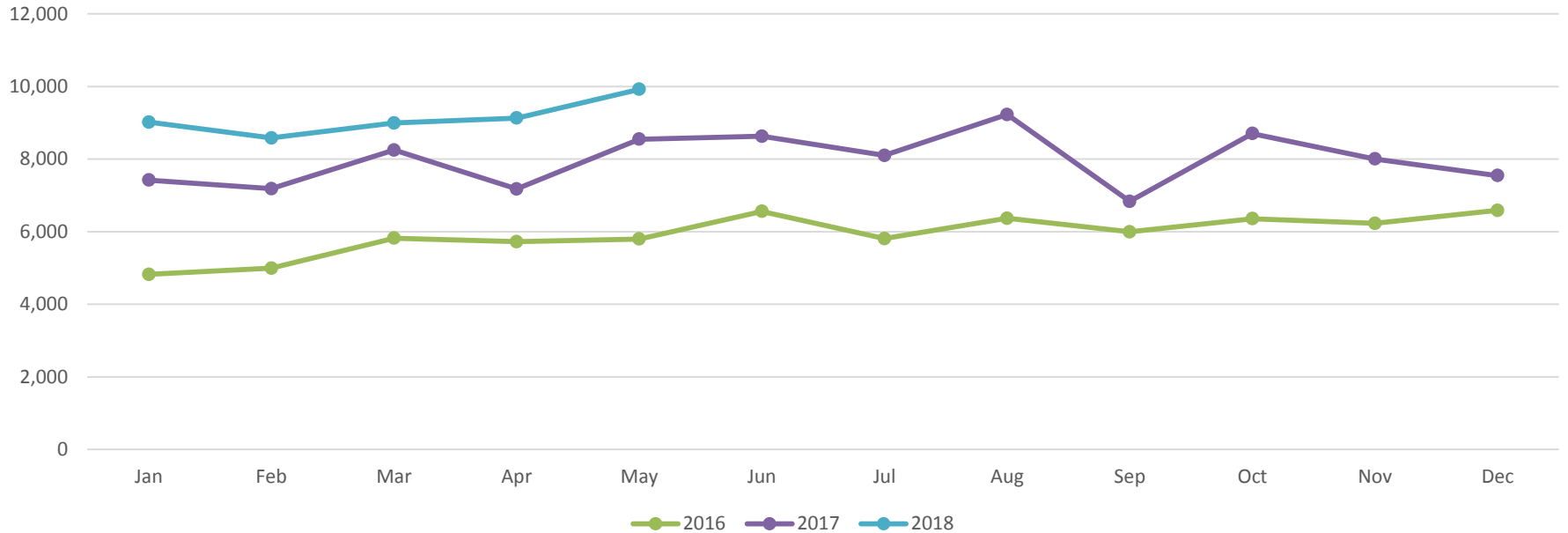




Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	7,543
2018	9,018	8,582	8,991	9,127	9,920							

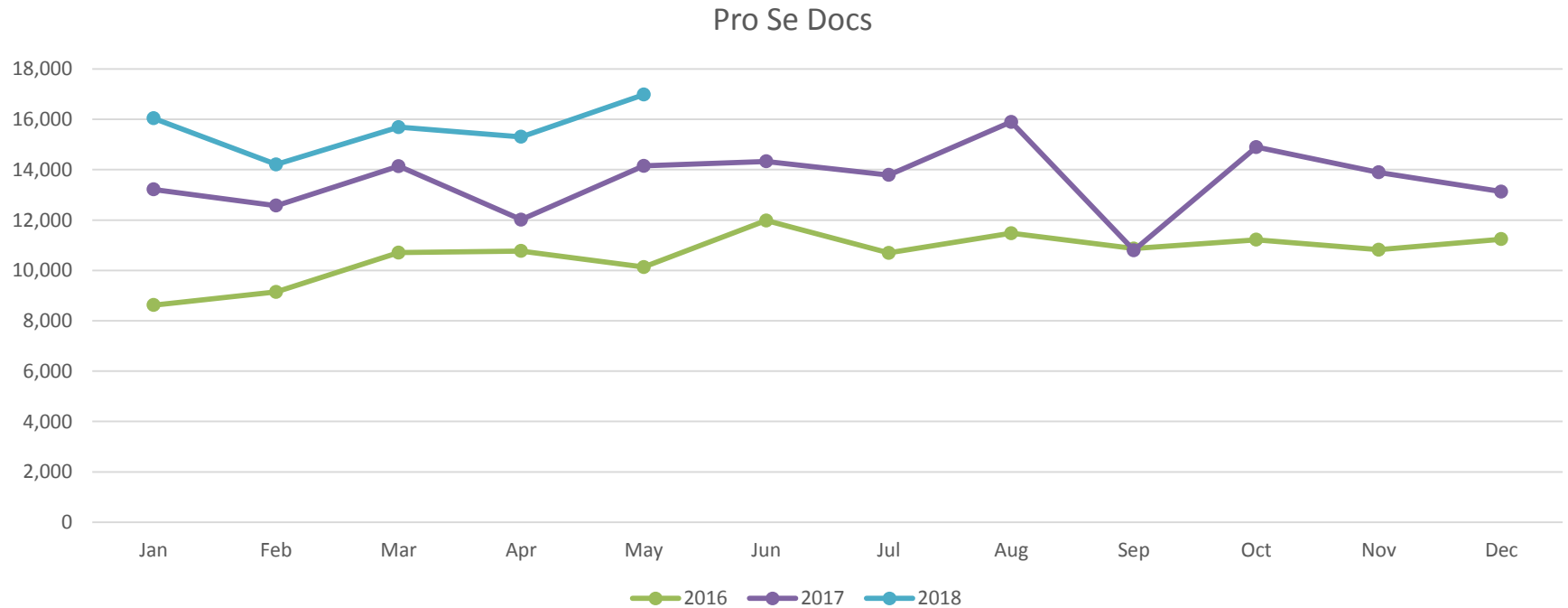
Pro Se Filings





Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	13,130
2018	16,040	14,209	15,689	15,303	16,981							

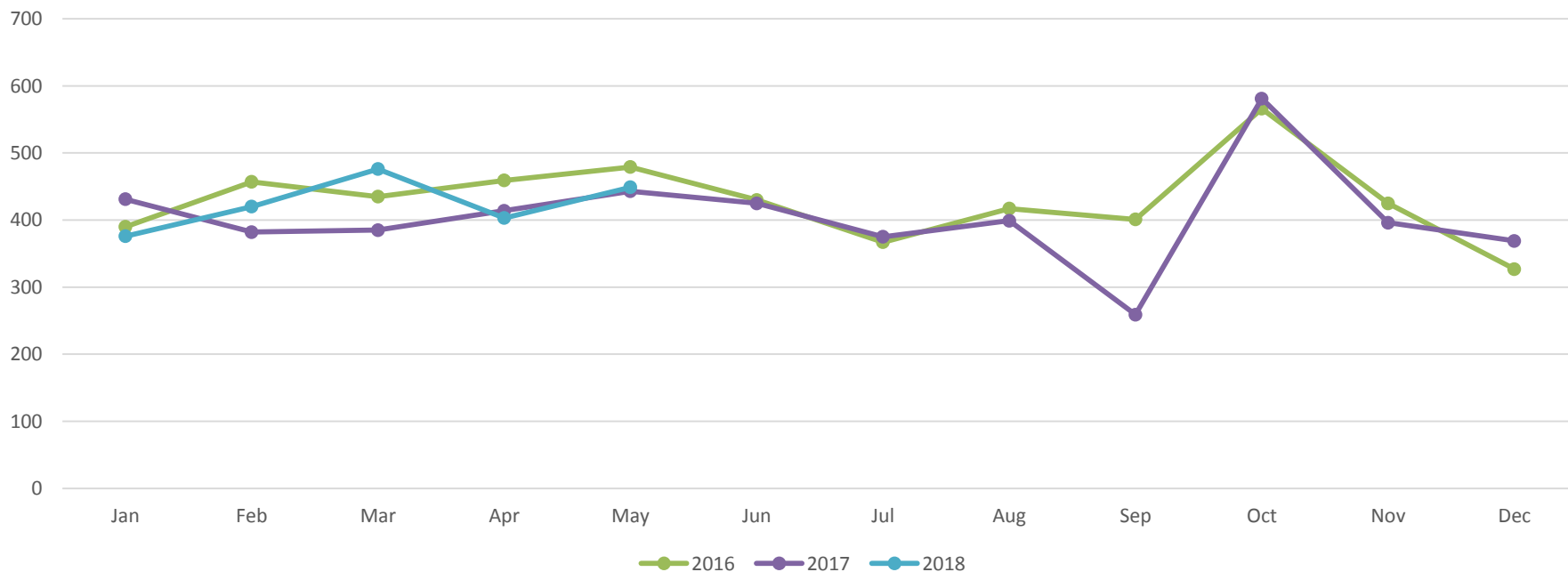




Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	369
2018	376	420	476	403	449							

Attorney Accounts

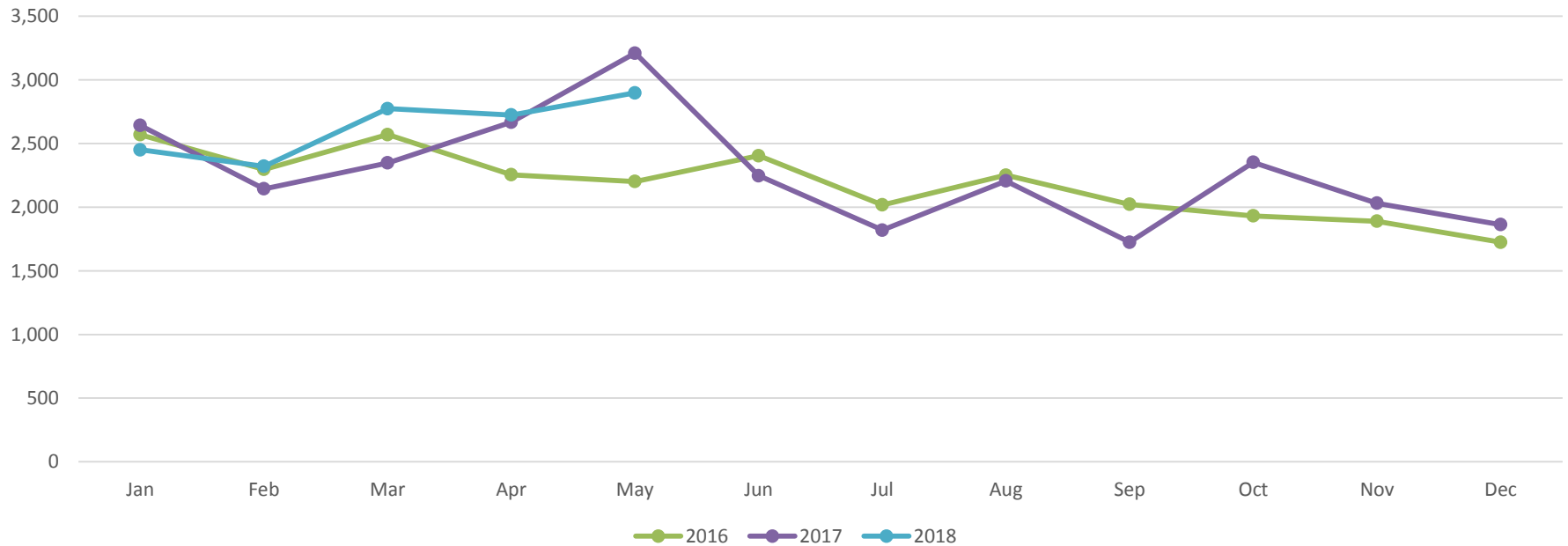




Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,863
2018	2,450	2,321	2,774	2,724	2,898							

Attorney Calls

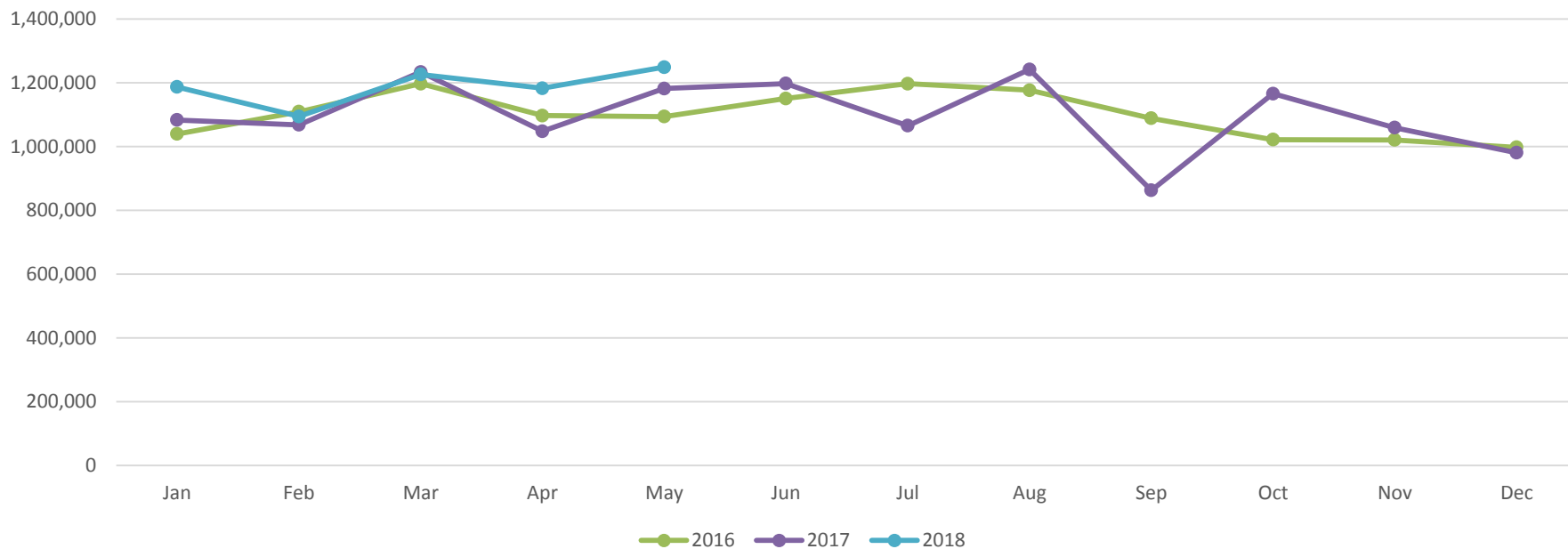




Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	980,410
2018	1,186,889	1,094,562	1,226,145	1,183,066	1,249,112							

Attorney Filings





Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,484,653
2018	1,784,005	1,648,627	1,869,365	1,801,545	1,916,525							

Attorney Docs

