



# Florida Courts E-Filing Authority Board

## Service Desk Report July 2014



# E-Portal Service Desk

## Types of Incidents

- **Customer Service Incidents (Section 2)**
  - These are calls from Filers and the General Public. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
  - Initial Acknowledge Standard is 5 Business Days.
- **Technical and System Support Incidents (Section 3)**
  - These are typically calls from Clerks and other Stakeholders and could involve any aspect of system configuration and support. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
  - Initial Acknowledge Standard is 5 Business Days.



# Customer Service Calls July Statistics Policies and Procedures Page 5

	May 2014	June 2014	July 2014
Incidents Received	2,898	3,316	4,025
Incidents Closed	2,875	3,087	4,227
Incidents Open at End of Month	91	247	278
Average Acknowledgement Time per Incident	.18 Days	.80 Days	.72 Days
Average Resolution Time per Incident	.40 Days	1.31 Days	1.14 Days



# Judge Calls July Statistics

	June 2014	July 2014
Incidents Received	2	0
Incidents Closed	2	0
Incidents Open at End of Month	0	0
Average Acknowledgement Time per Incident	.02 Days	.00 Days
Average Resolution Time per Incident	.12 Days	.00 Days



# Pro Se Calls July Statistics

	June 2014	July 2014
Incidents Received	23	169
Incidents Closed	14	170
Incidents Open at End of Month	9	8
Average Acknowledgement Time per Incident	1.10 Days	.84 Days
Average Resolution Time per Incident	1.34 Days	1.64 Days



# Attorney Calls July Statistics Policies and Procedures Page 5

	June 2014	July 2014
Incidents Received	3,291	3,856
Incidents Closed	3,070	4,056
Incidents Open at End of Month	247	277
Average Acknowledgement Time per Incident	.80 Days	.71 Days
Average Resolution Time per Incident	1.28 Days	1.11 Days



# Technical/System Support Calls July Statistics Policies and Procedures Page 5

	May 2014	June 2014	July 2014
Incidents Received	537	663	768
Incidents Closed	537	619	772
Incidents Open at End of Month	173	168	163
Average Acknowledgement Time per Incident	.20 Days	.54 Days	.30 Days
Average Resolution Time per Incident	.89 Days	2.32 Days	1.12 Days



# Call Initiation - Email vs. Phone

## July 2014

- **Customer Service (4,025 Incidents Received)**
  - Email      2,537      (63.04 %)
  - Phone      1,488      (36.96 %)
- **Technical/System Support (768 Incidents Received)**
  - Email      699      (91.01 %)
  - Phone      69      (8.99%)





# Call Initiation - Email vs. Phone

## July 2014

- **Judge (0 Incidents Received)**
  - Email 0,000 (00.00%)
  - Phone 0,000 (00.00 %)
- **Pro Se (169 Incidents Received)**
  - Email 111 (65.68 %)
  - Phone 58 (34.32 %)
- **Attorney (3,856 Incidents Received)**
  - Email 2,426 (62.91 %)
  - Phone 1,430 (37.09 %)