



# Florida Courts E-Filing Authority Board

## Service Desk Report November 2014



# E-Portal Service Desk

## Types of Incidents

- **Customer Service Incidents (Section 2)**

- Attorneys                  Process Servers                  Mental Health Professionals
- Pro Se                          Mediators                          Law Enforcement
- Judges                          Court Reporters

- Typical calls include: password resets, E-Service Issues, case number not found

- **Technical and System Support Incidents (Section 3)**

- Clerks Other Stakeholders
- Typical calls include: system configuration, code table issues, and resending filings



# Customer Service Calls November 2014 Statistics Policies and Procedures Page 5

	September 2014	October 2014	November 2014
Incidents Received	3,674	4,436	3,508
Incidents Closed	3,665	4,408	3,596
Incidents Open at End of Month	111	149	19
Email	2,454 (67 %)	2,909 (66 %)	2,505 (71%)
Phone	1,220 (33 %)	1,527 (34 %)	1,003 (29%)
Average Acknowledgement Time per Incident	.28 Days	.20 Days	.12 Days
Average Resolution Time per Incident	.56 Days	.48 Days	.37 Days



# Judge Calls

## November 2014 Statistics

### Policies and Procedures Page 5

	September 2014	October 2014	November 2014
Incidents Received	1	0	0
Incidents Closed	1	0	0
Incidents Open at End of Month	0	0	0
Email	1 (100 %)	0 (0 %)	0 (0 %)
Phone	0 (0 %)	0 (0 %)	0 (0 %)
Average Acknowledgement Time per Incident	.02 Days	.0 Days	.0 Days
Average Resolution Time per Incident	.02 Days	.0 Days	.0 Days



# Pro Se Calls November 2014 Statistics Policies and Procedures Page 5

	September 2014	October 2014	November 2014
Incidents Received	169	199	172
Incidents Closed	173	198	168
Incidents Open at End of Month	2	4	6
Email	112 (66 %)	143 (72 %)	127 (74 %)
Phone	57 (34 %)	56 (28 %)	45 (26 %)
Average Acknowledgement Time per Incident	.24 Days	.22 Days	.18 Days
Average Resolution Time per Incident	.61 Days	.63 Days	.50 Days



# Attorney Calls

## November 2014 Statistics

### Policies and Procedures Page 5

	September 2014	October 2014	November 2014
Incidents Received	3,504	4,237	3,336
Incidents Closed	3,491	4,210	3,427
Incidents Open at End of Month	103	135	39
Email	2,341 (67 %)	2,766 (72 %)	2,378 (71 %)
Phone	1,163 (33 %)	1,471 (35 %)	958 (29 %)
Average Acknowledgement Time per Incident	.23 Days	.17 Days	.12 Days
Average Resolution Time per Incident	.52 Days	.45 Days	.36 Days



# Technical/System Support Calls November 2014 Statistics Policies and Procedures Page 5

	September 2014	October 2014	November 2014
Incidents Received	613	698	435
Incidents Closed	607	708	452
Incidents Open at End of Month	146	90	118
Email	548 (89 %)	622 (89 %)	394 (91 %)
Phone	65 (11 %)	76 (11 %)	41 (9 %)
Average Acknowledgement Time per Incident	.23 Days	.30 Days	.19 Days
Average Resolution Time per Incident	1.21 Days	1.22 Days	.89 Days



## Averages for the last Six Months (May through October)

	Customer Service Support	Technical/System Support
Incidents Received	3,659	647
Incidents Closed	3,648	644
Email	2,436	587
Phone	1,223	61
Acknowledge Time per Incident	.42 Days	.31 Days
Resolution Time per Incident	.75 Days	1.34 Days