



Florida Courts E-Filing Authority Board

Service Desk Report

May 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 April Statistics Policies and Procedures Page 5

	March 2014	April 2014	May 2014
Incidents Received	3,771	3,957	2,898
Incidents Closed	3,712	4,040	2,875
Incidents Open at End of Month	75	69	91
Average Acknowledgement Time per Incident	.22 Days	.28 Days	.18 Days
Average Resolution Time per Incident	.45 Days	.66 Days	.40 Days



Technical/System Support Calls April Statistics Policies and Procedures Page 5

	March 2014	April 2014	May 2014
Incidents Received	1,051	836	537
Incidents Closed	1,038	867	537
Incidents Open at End of Month	163	173	173
Average Acknowledgement Time per Incident	.24 Days	.16 Days	.20 Days
Average Resolution Time per Incident	1.01Days	.79Days	.89 Days



Call Initiation - Email vs. Phone

May 2014

- **Customer Service (2,898 Incidents Received)**
 - Email 2,061 (71%)
 - Phone 837 (29%)
- **Technical/System Support (538 Incidents Received)**
 - Email 483 (90%)
 - Phone 55 (10%)