



# Florida Courts E-Filing Authority Board

## Service Desk Report February 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 February Statistics Policies and Procedures Page 5

	December 2013	January 2014	February 2014
Incidents Received	3,017	3,015	2,691
Incidents Closed	3,865	3,026	2,679
Incidents Open at End of Month	90	79	91
Average Acknowledgement Time per Incident	2.42 Days	.26 Days	.12 Days
Average Resolution Time per Incident	2.88 Days	.57 Days	.45 Days



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

	December 2013	January 2014	February 2014
Incidents Received	1,102	1,035	904
Incidents Closed	1,287	1,044	933
Incidents Open at End of Month	233	224	195
Average Acknowledgement Time per Incident	.25 Days	.32 Days	.14 Days
Average Resolution Time per Incident	1.4 Days	1.30 Days	.74 Days



# Call Initiation - Email vs. Phone

## February 2014

- **Customer Service (2,691 Incidents Received)**
  - Email      1827      (67.89%)
  - Phone      864      (32.10%)
- **Technical/System Support (904 Incidents Received)**
  - Email      831      (91.92 %)
  - Phone      73      (8.07%)



# E-Portal Service Desk Variables That Impact Performance

- **Volume of Calls**
  - Trending Downward since April 2013
  - Will Vary Based upon:
    - New Users/Case Types (Criminal, Pro Se, etc.)
    - New Releases/Functionality on the Portal
- **Call Ratio of Technical/System Support vs. Customer Service**
  - Technical/System Support calls are typically more involved and take longer to resolve
- **Training of New Staff**
  - 6 of the 9 Service Desk employees are relatively new