



Florida Courts E-Filing Authority Board

Service Desk Report September 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 September Statistics Policies and Procedures Page 5

	July 2014	August 2014	September 2014
Incidents Received	4,025	3,603	3,674
Incidents Closed	4,227	3,627	3,665
Incidents Open at End of Month	278	93	111
Average Acknowledgement Time per Incident	.73 Days	.33 Days	.28 Days
Average Resolution Time per Incident	1.12 Days	.63 Days	.56 Days



Judge Calls September Statistics

	July 2014	August 2014	September 2014
Incidents Received	0	5	1
Incidents Closed	0	5	1
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.00 Days	.03 Days	.02 Days
Average Resolution Time per Incident	.00 Days	.10 Days	.02 Days



Pro Se Calls September Statistics

	July 2014	August 2014	September 2014
Incidents Received	169	222	169
Incidents Closed	170	224	173
Incidents Open at End of Month	8	4	2
Average Acknowledgement Time per Incident	.83 Days	.30 Days	.24 Days
Average Resolution Time per Incident	1.55 Days	.83 Days	.61 Days



Attorney Calls September Statistics Policies and Procedures Page 5

	July 2014	August 2014	September 2014
Incidents Received	3,856	3,376	3,504
Incidents Closed	4,056	3,398	3,491
Incidents Open at End of Month	277	91	103
Average Acknowledgement Time per Incident	1.03 Days	.33 Days	.23 Days
Average Resolution Time per Incident	1.50 Days	.61 Days	.52 Days



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

	July 2014	August 2014	September 2014
Incidents Received	768	601	613
Incidents Closed	772	618	607
Incidents Open at End of Month	163	214	146
Average Acknowledgement Time per Incident	.30 Days	.31 Days	.23 Days
Average Resolution Time per Incident	1.12 Days	1.27 Days	1.21 Days



Call Initiation - Email vs. Phone

September 2014

- **Customer Service (3,674 Incidents Received)**
 - Email 2,454 (66.79 %)
 - Phone 1,220 (33.21 %)
- **Technical/System Support (613 Incidents Received)**
 - Email 549 (89.40 %)
 - Phone 65 (10.60 %)



Call Initiation - Email vs. Phone

September 2014

- **Judge (1 Incidents Received)**
 - Email 1 (100.00 %)
 - Phone 0 (0.00 %)
- **Pro Se (169 Incidents Received)**
 - Email 112 (66.27 %)
 - Phone 57 (33.73 %)
- **Attorney (3,504 Incidents Received)**
 - Email 2,341 (66.81 %)
 - Phone 1,163 (33.19 %)