



Florida Courts E-Filing Authority Board

Service Desk Report August 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 August Statistics Policies and Procedures Page 5

| | June 2014 | July 2014 | August 2014 |
|---|-----------|-----------|-------------|
| Incidents Received | 3,316 | 4,025 | 3,603 |
| Incidents Closed | 3,087 | 4,227 | 3,627 |
| Incidents Open at End of Month | 247 | 278 | 93 |
| Average Acknowledgement Time per Incident | .80 Days | .73 Days | .33 Days |
| Average Resolution Time per Incident | 1.28 Days | 1.12 Days | .63 Days |



Judge Calls August Statistics

| | June 2014 | July 2014 | August 2014 |
|---|-----------|-----------|-------------|
| Incidents Received | 2 | 0 | 5 |
| Incidents Closed | 2 | 0 | 5 |
| Incidents Open at End of Month | 0 | 0 | 0 |
| Average Acknowledgement Time per Incident | .02 Days | .00 Days | .03 Days |
| Average Resolution Time per Incident | .12 Days | .00 Days | .10 Days |



Pro Se Calls August Statistics

| | June 2014 | July 2014 | August 2014 |
|---|-----------|-----------|-------------|
| Incidents Received | 23 | 169 | 222 |
| Incidents Closed | 14 | 170 | 224 |
| Incidents Open at End of Month | 9 | 8 | 4 |
| Average Acknowledgement Time per Incident | 1.15 Days | .83 Days | .30 Days |
| Average Resolution Time per Incident | 1.39 Days | 1.55 Days | .83 Days |



Attorney Calls August Statistics Policies and Procedures Page 5

| | June 2014 | July 2014 | August 2014 |
|---|-----------|-----------|-------------|
| Incidents Received | 3,291 | 3,856 | 3,376 |
| Incidents Closed | 3,070 | 4,056 | 3,398 |
| Incidents Open at End of Month | 247 | 277 | 91 |
| Average Acknowledgement Time per Incident | 1.39 Days | 1.03 Days | .33 Days |
| Average Resolution Time per Incident | 2.24 Days | 1.50 Days | .61 Days |



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

| | June 2014 | July 2014 | August 2014 |
|---|-----------|-----------|-------------|
| Incidents Received | 663 | 768 | 601 |
| Incidents Closed | 619 | 772 | 618 |
| Incidents Open at End of Month | 168 | 163 | 214 |
| Average Acknowledgement Time per Incident | .54 Days | .30 Days | .31 Days |
| Average Resolution Time per Incident | 2.32 Days | 1.12 Days | 1.27 Days |



Call Initiation - Email vs. Phone

August 2014

- **Customer Service (3,603 Incidents Received)**
 - Email 2,407 (66.81 %)
 - Phone 1,196 (33.19 %)
- **Technical/System Support (601 Incidents Received)**
 - Email 549 (91.35 %)
 - Phone 52 (8.65 %)



Call Initiation - Email vs. Phone

August 2014

- **Judge (5 Incidents Received)**
 - Email 4 (80.00 %)
 - Phone 1 (20.00 %)
- **Pro Se (222 Incidents Received)**
 - Email 152 (68.47 %)
 - Phone 70 (31.53 %)
- **Attorney (3,376 Incidents Received)**
 - Email 2,251 (66.68 %)
 - Phone 1,125 (33.32 %)