



# Florida Courts E-Filing Authority Board

## Service Desk Report July 2015



# 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 Incidents

## July 2015 Statistics

### Policies and Procedures Page 5

	May 2015	June 2015	July 2015
Incidents Received	3,421	3,549	3,764
Incidents Closed	3,266	3,445	3,838
Incidents Open at End of Month	167	116	42
Average Acknowledgement Time per Incident	.25 Days 2 Hours 18 Minutes	.06 Days 31 Minutes	.05 Days 28 Minutes
Average Resolution Time per Incident	.67 Days 5 Hours 59 Minutes	.24 Days 2 Hours 10 Minutes	.20 Days 1 Hour 46 Minutes
# of Filings	1,115,774	1,244,140	1,212,134
# of Documents	1,696,656	1,879,839	1,850,112



# Judge Incidents July 2015 Statistics Policies and Procedures Page 5

	May 2015	June 2015	July 2015
Incidents Received	0	0	1
Incidents Closed	0	0	1
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.0 Days 0 Minutes	.0 Days 0 Minutes	.01 Days 3 Minutes
Average Resolution Time per Incident	.0 Days 0 Minutes	.0 Days 0 Minutes	.04 Days 20 Minutes
# of Filings	11,372	23,957	16,224
# of Documents	12,852	29,952	18,193



# Pro Se Incidents July 2015 Statistics Policies and Procedures Page 5

	May 2015	June 2015	July 2015
Incidents Received	258	274	299
Incidents Closed	246	283	300
Incidents Open at End of Month	12	15	0
Average Acknowledgement Time per Incident	.30 Days 2 Hours 40 Minutes	.07 Days 36 Minutes	.07 Days 39 Minutes
Average Resolution Time per Incident	.68 Days 6 Hours 8 Minutes	.28 Days 2 Hours 30 Minutes	.27 Days 2 Hours 27 Minutes
# of Filings	4,018	4,407	4,718
# of Documents	6,191	6,841	7,483



# Attorney Incidents July 2015 Statistics Policies and Procedures Page 5

	May 2015	June 2015	July 2015
Incidents Received	3,163	3,275	3,463
Incidents Closed	3,020	3,314	3,536
Incidents Open at End of Month	122	155	42
Average Acknowledgement Time per Incident	.25 Days 2 Hours 14 Minutes	.06 Days 30 Minutes	.04 Days 23 Minutes
Average Resolution Time per Incident	.66 Days 5 Hours 57 Minutes	.24 Days 2 Hours 7 Minutes	.18 Days 1 Hour 38 Minutes
# of Filings	1,075,980	1,182,772	1,161,603
# of Documents	1,643,296	1,799,641	1,783,591



# Technical/System Support Incidents

## July 2015 Statistics

### Policies and Procedures Page 5

	May 2015	June 2015	July 2015
Incidents Received	606	583	537
Incidents Closed	578	603	535
Incidents Open at End of Month	99	14	16
Average Acknowledgement Time per Incident	.15 Days 1 Hour 22 Minutes	.08 Days 44 Minutes	.08 Days 41 Minutes
Average Resolution Time per Incident	.56 Days 5 Hours 2 Minutes	.42 Days 3 Hours 45 Minutes	.38 Days 3 Hours 24 Minutes
# of Filings	5,172	5,764	5,783
# of Documents	6,115	6,769	6,795



# Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up

E-Service Issue

Password Reset

Site Down

Case Question

Filing Status Check

Payment Question

Case Number Not Found

Login Issues

Referred To County

- **Self-Represented Litigant/Pro Se**

Account Set-Up

E-Service Issue

Login Issues

Referred To County

Case Question

Filing Status Check

Password Reset

Case Number Not Found

General Question

Pending Queue Problem

- **Judges**

Login Issues





# New Services

- **Live Chat**

At this time we are looking into the feasibility of Live Chat- the impact on resources, cost and impact to the current level of service being provided to customers. Feedback will be provided at a future meeting.

- **Automatic Logging of Voicemails**

We are in the process of setting up a VRU to automatically log voicemails for the Attorney Line (850-577-4609) into the HEAT system.