



Florida Courts E-Filing Authority Board

Service Desk Report June 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

June 2015 Statistics

Policies and Procedures Page 5

	April 2015	May 2015	June 2015
Incidents Received	3,215	3,421	3,549
Incidents Closed	3,141	3,266	3,445
Incidents Open at End of Month	129	167	116
Average Acknowledgement Time per Incident	.22 Days 1 Hour 58 Minutes	.25 Days 2 Hours 18 Minutes	.06 Days 31 Minutes
Average Resolution Time per Incident	.55 Days 4 Hours 55 Minutes	.67 Days 5 Hours 59 Minutes	.24 Days 2 Hours 10 Minutes
# of Filings	1,190,303	1,115,774	1,244,140
# of Documents	1,822,944	1,696,656	1,879,839



Judge Incidents

June 2015 Statistics

Policies and Procedures Page 5

	April 2015	May 2015	June 2015
Incidents Received	1	0	0
Incidents Closed	1	0	0
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 8 Minutes	.0 Days 0 Minutes	.0 Days 0 Minutes
Average Resolution Time per Incident	.01 Days 8 Minutes	.0 Days 0 Minutes	.0 Days 0 Minutes
# of Filings	9,450	11,372	23,957
# of Documents	10,698	12,852	29,952



Pro Se Incidents June 2015 Statistics Policies and Procedures Page 5

	April 2015	May 2015	June 2015
Incidents Received	191	258	274
Incidents Closed	187	246	283
Incidents Open at End of Month	10	12	15
Average Acknowledgement Time per Incident	.19 Days 1 Hour 43 Minutes	.30 Days 2 Hours 40 Minutes	.07 Days 36 Minutes
Average Resolution Time per Incident	.54 Days 4 Hours 54 Minutes	.68 Days 6 Hours 8 Minutes	.28 Days 2 Hours 30 Minutes
# of Filings	4,167	4,018	4,407
# of Documents	6,386	6,191	6,841



Attorney Incidents June 2015 Statistics Policies and Procedures Page 5

	April 2015	May 2015	June 2015
Incidents Received	3,023	3,163	3,275
Incidents Closed	2,952	3,020	3,314
Incidents Open at End of Month	123	122	155
Average Acknowledgement Time per Incident	.22 Days 1 Hours 59 Minutes	.25 Days 2 Hours 14 Minutes	.06 Days 30 Minutes
Average Resolution Time per Incident	.55 Days 4 Hours 56 Minutes	.66 Days 5 Hours 57 Minutes	.24 Days 2 Hours 7 Minutes
# of Filings	1,151,198	1,075,980	1,182,772
# of Documents	1,769,108	1,643,296	1,799,641



Technical/System Support Incidents

June 2015 Statistics

Policies and Procedures Page 5

	April 2015	May 2015	June 2015
Incidents Received	499	606	583
Incidents Closed	495	578	603
Incidents Open at End of Month	98	99	14
Average Acknowledgement Time per Incident	.18 Days 1 Hour 39 Minutes	.15 Days 1 Hour 22 Minutes	.08 Days 44 Minutes
Average Resolution Time per Incident	1.01 Days 9 Hours 5 Minutes	.56 Days 5 Hours 2 Minutes	.42 Days 3 Hours 45 Minutes
# of Filings	6,015	5,172	5,764
# of Documents	6,906	6,115	6,769



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up

E-Service Issue

Password Reset

Referred To County

Case Question

Filing Status Check

Payment Question

Case Number Not Found

Login Issues

Pending Queue Problem

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

Account Set-Up

Document Tab

Login Issues

Referred To County

Case Question

E-Service Issue

Password Reset

Create New Filing

General Question

Pending Queue Problem

- **Judges**