



Florida Courts E-Filing Authority Board

Service Desk Report February 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 February 2015 Statistics Policies and Procedures Page 5

	December 2014	January 2015	February 2015
Incidents Received	2,982	3,203	3,021
Incidents Closed	2,965	3,116	3,044
Incidents Open at End of Month	32	101	78
Average Acknowledgement Time per Incident	.19 Days	.17 Days 1 Hour 53 Minutes	.14 Days 1 Hour 14 Minutes
Average Resolution Time per Incident	.44 Days	.50 Days 4 Hours 30 Minutes	.40 Days 3 Hours 35 Minutes
# of Filings	1,043,955	1,103,312	1,095,311
# of Documents	1,606,370	1,685,009	1,669,848



Judge Incidents

February 2015 Statistics

Policies and Procedures Page 5

	December 2014	January 2015	February 2015
Incidents Received	0	3	3
Incidents Closed	0	3	3
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.0 Days	.00 Days 2 Minutes	.01 Days 5 Minutes
Average Resolution Time per Incident	.0 Days	.02 Days 9 Minutes	.01 Days 5 Minutes
# of Filings	2,916	3,427	4,414
# of Documents	3,389	3,902	5,232



Pro Se Incidents February 2015 Statistics Policies and Procedures Page 5

	December 2014	January 2015	February 2015
Incidents Received	149	160	165
Incidents Closed	148	150	172
Incidents Open at End of Month	2	11	1
Average Acknowledgement Time per Incident	.22 Days	.15 Days 1 Hour 21 Minutes	.18 Days 1 Hour 36 Minutes
Average Resolution Time per Incident	.58 Days	.60 Days 5 Hours 24 Minutes	.61 Days 5 Hours 27 Minutes
# of Filings	3,148	3,592	3,630
# of Documents	4,938	5,473	5,831



Attorney Incidents

February 2015 Statistics

Policies and Procedures Page 5

	December 2014	January 2015	February 2015
Incidents Received	2,833	3,040	2,853
Incidents Closed	2,817	2,963	2,869
Incidents Open at End of Month	30	92	76
Average Acknowledgement Time per Incident	.18 Days	.16 Days 1 Hour 26 Minutes	.14 Days 1 Hour 13 Minutes
Average Resolution Time per Incident	.43 Days	.46 Days 1 Hour 26 Minutes	.39 Days 3 Hours 29 Minutes
# of Filings	1,017,477	1,073,090	975,224
# of Documents	1,565,791	1,639,965	1,624,606



Technical/System Support Incidents February 2015 Statistics Policies and Procedures Page 5

	December 2014	January 2015	February 2015
Incidents Received	488	374	369
Incidents Closed	472	386	367
Incidents Open at End of Month	92	96	97
Average Acknowledgement Time per Incident	.19 Days	.13 Days 1 Hour 10 Minutes	.15 Days 1 Hour 20 Minutes
Average Resolution Time per Incident	.90 Days	1.27 Days 11 Hours 23 Minutes	.80 Days 7 Hours 12 Minutes
# of Filings	3,654	3,990	4,753
# of Documents	4,342	4,768	5,608



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up

E-Service Issue

Payment Question

Service Error

Case Question

Login Issues

Pending Queue Problem

Case Number Not Found

Password Reset

Referred To County

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

Account Set-Up

Filing In Pending Queue

Login Issues

Referred To County

Case Number Not Found

General Question

Password Reset

Case Question

Judicial Review

Pending Queue Problem

- **Judges**

Account Set-up

Updated Profile