



Florida Courts E-Filing Authority Board

Service Desk Report August 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
- **Technical and System Support Incidents (Section 3)**
 - Clerks Other Stakeholders



Customer Service Incidents

August 2015 Statistics

Policies and Procedures Page 5

	June 2015	July 2015	August 2015
Incidents Received	3,549	3,764	3,156
Incidents Closed	3,445	3,838	3,103
Incidents Open at End of Month	116	42	64
Average Acknowledgement Time per Incident	.06 Days 31 Minutes	.05 Days 28 Minutes	.04 Days 23 Minutes
Average Resolution Time per Incident	.24 Days 2 Hours 10 Minutes	.20 Days 1 Hour 46 Minutes	.18 Days 1 Hour 38 Minutes
# of Filings	1,244,140	1,212,134	1,157,658
# of Documents	1,879,839	1,850,112	1,751,606



Judge Incidents

August 2015 Statistics

Policies and Procedures Page 5

	June 2015	July 2015	August 2015
Incidents Received	0	1	6
Incidents Closed	0	1	6
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.0 Days 0 Minutes	.01 Days 3 Minutes	.01 Days 4 Minutes
Average Resolution Time per Incident	.0 Days 0 Minutes	.04 Days 20 Minutes	.02 Days 9 Minutes
# of Filings	23,957	16,224	20,829
# of Documents	29,952	18,193	23,000



Pro Se Incidents August 2015 Statistics Policies and Procedures Page 5

	June 2015	July 2015	August 2015
Incidents Received	274	299	389
Incidents Closed	283	300	378
Incidents Open at End of Month	15	0	13
Average Acknowledgement Time per Incident	.07 Days 36 Minutes	.07 Days 39 Minutes	.07 Days 37 Minutes
Average Resolution Time per Incident	.28 Days 2 Hours 30 Minutes	.27 Days 2 Hours 27 Minutes	.28 Days 2 Hours 29 Minutes
# of Filings	4,407	4,718	4,977
# of Documents	6,841	7,483	7,943



Attorney Incidents

August 2015 Statistics

Policies and Procedures Page 5

	June 2015	July 2015	August 2015
Incidents Received	3,275	3,463	2,757
Incidents Closed	3,314	3,536	2,715
Incidents Open at End of Month	155	42	55
Average Acknowledgement Time per Incident	.06 Days 30 Minutes	.04 Days 23 Minutes	.04 Days 22 Minutes
Average Resolution Time per Incident	.24 Days 2 Hours 7 Minutes	.18 Days 1 Hour 38 Minutes	.21 Days 1 Hours 53 Minutes
# of Filings	1,182,772	1,161,603	1,102,503
# of Documents	1,799,641	1,783,591	1,678,816



Technical/System Support Incidents

August 2015 Statistics

Policies and Procedures Page 5

	June 2015	July 2015	August 2015
Incidents Received	583	537	482
Incidents Closed	603	535	465
Incidents Open at End of Month	14	16	22
Average Acknowledgement Time per Incident	.08 Days 44 Minutes	.08 Days 41 Minutes	.11 Days 1Hour 1 Minute
Average Resolution Time per Incident	.42 Days 3 Hours 45 Minutes	.38 Days 3 Hours 24 Minutes	.55 Days 4 Hours 59 Minutes
# of Filings	5,764	5,783	5,884
# of Documents	6,769	6,795	6,885



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

E-Service Issue

General Question

Referred To County

Case Question

Filing In Pending Queue

Login Issues

Case Number Not Found

Filing Status Check

Password Reset

- **Judges**

Account Set-up

Case Question

Filing Updated