



# Florida Courts E-Filing Authority Board

## Service Desk Report September 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                  \*Creditors
  - \*Media
- **Technical and System Support Incidents (Section 3)**
  - Clerks Other Stakeholders

\*New Filer Roles Added in the 2015.02 Release



# Customer Service Incidents September 2015 Statistics Policies and Procedures Page 5

	July 2015	August 2015	September 2015
Incidents Received	3,764	3,156	3,469
Incidents Closed	3,838	3,103	3,440
Incidents Open at End of Month	42	64	39
Average Acknowledgement Time per Incident	.05 Days 28 Minutes	.04 Days 23 Minutes	.10 Days 55 Minutes
Average Resolution Time per Incident	.20 Days 1 Hour 46 Minutes	.18 Days 1 Hour 38 Minutes	.27 Days 2 Hours 26 Minutes
# of Filings	1,212,134	1,157,658	1,145,423
# of Documents	1,850,112	1,751,606	1,735,865



# Judge Incidents

## September 2015 Statistics

### Policies and Procedures Page 5

	July 2015	August 2015	September 2015
Incidents Received	1	6	1
Incidents Closed	1	6	1
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 3 Minutes	.01 Days 4 Minutes	.02 Days 12 Minutes
Average Resolution Time per Incident	.04 Days 20 Minutes	.02 Days 9 Minutes	.04 Days 20 Minutes
# of Filings	16,224	20,829	22,123
# of Documents	18,193	23,000	24,308



# Pro Se Incidents

## September 2015 Statistics

### Policies and Procedures Page 5

	July 2015	August 2015	September 2015
Incidents Received	299	389	424
Incidents Closed	300	378	428
Incidents Open at End of Month	0	13	9
Average Acknowledgement Time per Incident	.07 Days 39 Minutes	.07 Days 37 Minutes	.13 Days 1 Hour 12 Minutes
Average Resolution Time per Incident	.27 Days 2 Hours 27 Minutes	.28 Days 2 Hours 29 Minutes	.30 Days 2 Hours 39 Minutes
# of Filings	4,718	4,977	4,960
# of Documents	7,483	7,943	8,236



# Attorney Incidents

## September 2015 Statistics

### Policies and Procedures Page 5

	July 2015	August 2015	September 2015
Incidents Received	3,463	2,757	3,044
Incidents Closed	3,536	2,715	3,065
Incidents Open at End of Month	42	55	34
Average Acknowledgement Time per Incident	.04 Days 23 Minutes	.04 Days 22 Minutes	.10 Days 52 Minutes
Average Resolution Time per Incident	.18 Days 1 Hour 38 Minutes	.21 Days 1 Hours 53 Minutes	.27 Days 2 Hours 24 Minutes
# of Filings	1,161,603	1,102,503	1,088,008
# of Documents	1,783,591	1,678,816	1,661,251



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

	July 2015	August 2015	September 2015
Incidents Received	537	482	541
Incidents Closed	535	465	549
Incidents Open at End of Month	16	22	14
Average Acknowledgement Time per Incident	.08 Days 41 Minutes	.11 Days 1Hour 1 Minute	.06 Days 35 Minutes
Average Resolution Time per Incident	.38 Days 3 Hours 24 Minutes	.55 Days 4 Hours 59 Minutes	.45 Days 4 Hours 3 Minutes
# of Filings	5,783	5,884	6,540
# of Documents	6,795	6,885	7,622



# Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up

E-Service Issue

Password Reset

Service Error

Case Question

Filing Status Check

Payment Question

CCIS Issue

Login Issues

Referred To County

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

Account Set-Up

Document Tab

General Question

Referred To County

Case Question

E-Service Issues

Login Issues

Create New Filing

Filing Status Check

Password Reset

- **Judges**

Account Set-up