



Florida Courts E-Filing Authority Board

Service Desk Report February 2016



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 Local Agent State Agent

- **Technical and System Support Incidents (Section 3)**

- Clerks Other Stakeholders



Customer Service Incidents

February 2016 Statistics

Policies and Procedures Page 5

	December 2015	January 2016	February 2016
Incidents Received	2,182	2,852	2,712
Incidents Closed	2,191	2,830	2,689
Incidents Open at End of Month	9	33	34
Average Acknowledgement Time per Incident	.03 Days 14 Minutes	.09 Days 48 Minutes	.05 Days 28 Minutes
Average Resolution Time per Incident	.09 Days 48 Minutes	.16 Days 1 Hour 28 Minutes	.13 Days 1 Hour 12 Minutes
# of Filings	1,079,926	1,109,466	1,186,789
# of Documents	1,635,676	1,642,929	1,769,983



Judge Incidents

February 2016 Statistics

Policies and Procedures Page 5

	December 2015	January 2016	February 2016
Incidents Received	1	9	9
Incidents Closed	1	9	9
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.00 Days 2 Minutes	.06 Days 31 Minutes	.01Days 4 Minutes
Average Resolution Time per Incident	.01 Days 6 Minutes	.11 Days 57 Minutes	.09 Days 50 Minutes
# of Filings	22,068	23,632	26,312
# of Documents	24,446	26,256	28,859



Pro Se Incidents

February 2016 Statistics

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	December 2015	January 2016	February 2016
Incidents Received	243	274	406
Incidents Closed	240	271	404
Incidents Open at End of Month	5	6	5
Average Acknowledgement Time per Incident	.03 Days 18 Minutes	.11 Days 58 Minutes	.06 Days 32 Minutes
Average Resolution Time per Incident	.09 Days 50 Minutes	.21 Days 1 Hour 53 Minutes	.16 Days 1 Hour 25 Minutes
# of Filings	4,617	4,820	4,991
# of Documents	7,855	8,625	9,146



Attorney Incidents

February 2016 Statistics

Policies and Procedures Page 5

	December 2015	January 2016	February 2016
Incidents Received	1,940	2,569	2,297
Incidents Closed	1,935	2,550	2,276
Incidents Open at End of Month	17	31	33
Average Acknowledgement Time per Incident	.03 Days 14 Minutes	.09 Days 47 Minutes	.05 Days 28 Minutes
Average Resolution Time per Incident	.09 Days 48 Minutes	.16 Days 1 Hour 26 Minutes	.13 Days 1 Hour 9 Minutes
# of Filings	1,012,899	1,038,532	1,109,155
# of Documents	1,553,926	1,557,403	1,676,775



Technical/System Support Incidents

February 2016 Statistics

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	December 2015	January 2016	February 2016
Incidents Received	455	542	433
Incidents Closed	451	533	422
Incidents Open at End of Month	9	12	8
Average Acknowledgement Time per Incident	.03 Days 15 Minutes	.04 Days 20 Minutes	.04 Days 20 Minutes
Average Resolution Time per Incident	.28 Days 2 Hours 29 Minutes	.35 Days 3 Hours 11 Minutes	.33 Days 2 Hours 57 Minutes
# of Filings	6,015	6,050	6,436
# of Documents	7,096	6,926	7,457



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up
E-Service Issue
Password Reset
Referred To County

Case Number Not Found
General Question
Payment Question

Case Question
Login Issues
Pending Registration

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

Account Set-Up
De-Activate Account
General Question
Referred To County

Case Question
Docket Question
Login Issues

Create New Filing
E-Service Issue
Password Reset

- **Judges**

Account Set-up
General Question
Pending Registration

Bounce Back Email
Login Issues

E-Service Issue
Password Reset



E-Portal Service Desk Initiatives

- Requested Reports:

Date	Who Requested	Type of Report	Type of Information
02/08/2016	Palm Beach County	Judicial Filer	- data for 2015 # of active filers # of filings # of documents by Circuits # of documents by county



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
Nov. 1, 2015	78,000	Feb. 29, 2016	5,300

- Code Table Clean-Up:

Pending Filing Clean-Up counties have codes loaded on the Portal that do not match codes in their CMS. This will result in filings going into a Pending Filings status.

Total Number of Counties for the month of February: 3