



Florida Courts E-Filing Authority Board

Service Desk Report

March 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

March 2016 Statistics

Policies and Procedures Page 5

	January 2016	February 2016	March 2016
Incidents Received	2,852	2,712	3,081
Incidents Closed	2,830	2,689	3,069
Incidents Open at End of Month	33	34	23
Average Acknowledgement Time per Incident	.09 Days 48 Minutes	.05 Days 28 Minutes	.06 Days 32 Minutes
Average Resolution Time per Incident	.16 Days 1 Hour 28 Minutes	.13 Days 1 Hour 12 Minutes	.20 Days 1 Hour 49 Minutes
# of Filings	1,109,466	1,186,789	1,287,595
# of Documents	1,642,929	1,769,983	1,926,079



Judge Incidents

March 2016 Statistics

Policies and Procedures Page 5

	January 2016	February 2016	March 2016
Incidents Received	9	9	12
Incidents Closed	9	9	12
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.06 Days 31 Minutes	.01Days 4 Minutes	.04Days 20 Minutes
Average Resolution Time per Incident	.11 Days 57 Minutes	.09 Days 50 Minutes	.09 Days 50 Minutes
# of Filings	23,632	26,312	33,590
# of Documents	26,256	28,859	36,639



Pro Se Incidents March 2016 Statistics Policies and Procedures Page 5

	January 2016	February 2016	March 2016
Incidents Received	274	406	499
Incidents Closed	271	404	493
Incidents Open at End of Month	6	5	9
Average Acknowledgement Time per Incident	.11 Days 58 Minutes	.06 Days 32 Minutes	.07 Days 37 Minutes
Average Resolution Time per Incident	.21 Days 1 Hour 53 Minutes	.16 Days 1 Hour 25 Minutes	.21 Days 1 Hour 55 Minutes
# of Filings	4,820	4,991	5,819
# of Documents	8,625	9,146	10,706



Attorney Incidents

March 2016 Statistics

Policies and Procedures Page 5

	January 2016	February 2016	March 2016
Incidents Received	1,940	2,569	2,570
Incidents Closed	1,935	2,550	2,564
Incidents Open at End of Month	17	31	18
Average Acknowledgement Time per Incident	.03 Days 14 Minutes	.09 Days 47 Minutes	.06 Days 30 Minutes
Average Resolution Time per Incident	.09 Days 48 Minutes	.16 Days 1 Hour 26 Minutes	.20 Days 1 Hour Minutes
# of Filings	1,012,899	1,038,532	1,197,218
# of Documents	1,553,926	1,557,403	1,818,431



Technical/System Support Incidents

March 2016 Statistics

Policies and Procedures Page 5

	January 2016	February 2016	March 2016
Incidents Received	542	433	575
Incidents Closed	533	422	563
Incidents Open at End of Month	12	8	8
Average Acknowledgement Time per Incident	.04 Days 20 Minutes	.04 Days 20 Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.35 Days 3 Hours 11 Minutes	.33 Days 2 Hours 57 Minutes	.53 Days 4 Hours 45 Minutes
# of Filings	6,050	6,436	6,909
# of Documents	6,926	7,457	7,952



Top 10 Types of Incidents For:

- **Attorneys**

Case Number Not Found
E-Service Issue
Password Reset
Referred To County

Case Question
Filing Status Check
Payment Assistance

Case Validation Error
Login Issues
Pending Registration

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

Account Set-Up
De-Activate Account
Login Issues
Referred To County

Case Question
E-Service Issue
Password Reset

Create New Filing
General Question
Pending Registration

- **Judges**

Account Set-up
Password Reset
Upload Issue

Create New Filing
Pending Registration

General Question
Role Question



E-Portal Service Desk Initiatives

- Requested Reports:

Date	Who Requested	Type of Report	Type of Information
03/11/2016	Palm Beach County	-Self-Represented Litigant Filers (SRL) - Judicial Filers	Data for 2015, Jan & Feb 2016: # of active SRL filers for Palm Beach # of Registered SRL filers in FL # of filings # of active Judicial Filers # of Submissions # of Documents # User Accounts for: Attorneys, SRL's, Judges, Mediators, Process Servers, Court Reporters, Mental Health Profess., Law Enforcement



E-Portal Service Desk Initiatives

- **Pending Filing Clean-Up:**

Start Date	Count	End Date	Count
Nov. 1, 2015	78,000	Mar. 31, 2016	2,883

- **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 March: 2

- **Testing Release 2016.01**

Testing both filer and reviewer changes.