



Florida Courts E-Filing Authority Board

Service Desk Report November 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
- *Local Agent
- *State Agent

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

- Clerks Other Stakeholders

*New Filer Roles Added in the 2015.02 Release



Customer Service Incidents November 2015 Statistics Policies and Procedures Page 5

	September 2015	October 2015	November 2015
Incidents Received	3,469	3,282	2,786
Incidents Closed	3,440	3,239	2,770
Incidents Open at End of Month	39	53	26
Average Acknowledgement Time per Incident	.10 Days 55 Minutes	.12 Days 1 Hour 6 Minutes	.05 Days 29 Minutes
Average Resolution Time per Incident	.27 Days 2 Hours 26 Minutes	.21 Days 1 Hour 52 Minutes	.12 Days 1 Hour 4 Minutes
# of Filings	1,145,423	1,200,301	1,051,469
# of Documents	1,735,865	1,804,767	1,581,415



Judge Incidents

November 2015 Statistics

Policies and Procedures Page 5

	September 2015	October 2015	November 2015
Incidents Received	1	2	5
Incidents Closed	1	2	5
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.02 Days 12 Minutes	.03 Days 18 Minutes	.01 Days 6 Minutes
Average Resolution Time per Incident	.04 Days 20 Minutes	.12 Days 1 Hour 6 Minutes	.02 Days 12 Minutes
# of Filings	22,123	25,266	20,313
# of Documents	24,308	28,106	22,471



Pro Se Incidents

November 2015 Statistics

Policies and Procedures Page 5

	September 2015	October 2015	November 2015
Incidents Received	424	356	232
Incidents Closed	428	350	230
Incidents Open at End of Month	9	8	4
Average Acknowledgement Time per Incident	.13 Days 1 Hour 12 Minutes	.14 Days 1 Hour 14 Minutes	.06 Days 33 Minutes
Average Resolution Time per Incident	.30 Days 2 Hours 39 Minutes	.22 Days 1 Hour 56 Minutes	.14 Days 1 Hour 14 Minutes
# of Filings	4,960	5,626	4,839
# of Documents	8,236	9,239	8,307



Attorney Incidents

November 2015 Statistics

Policies and Procedures Page 5

	September 2015	October 2015	November 2015
Incidents Received	3,044	2,924	2,549
Incidents Closed	3,065	2,887	2,535
Incidents Open at End of Month	34	49	26
Average Acknowledgement Time per Incident	.10 Days 52 Minutes	.12 Days 1 Hour 5 Minutes	.05 Days 26 Minutes
Average Resolution Time per Incident	.27 Days 2 Hours 24 Minutes	.21 Days 1 Hour 52 Minutes	.11 Days 1 Hour 0 Minutes
# of Filings	1,088,008	1,135,808	987,333
# of Documents	1,661,251	1,722,150	1,502,076



Technical/System Support Incidents

November 2015 Statistics

Policies and Procedures Page 5

	September 2015	October 2015	November 2015
Incidents Received	541	497	480
Incidents Closed	549	506	476
Incidents Open at End of Month	14	5	12
Average Acknowledgement Time per Incident	.06 Days 35 Minutes	.09 Days 50 Minutes	.04 Days 19 Minutes
Average Resolution Time per Incident	.45 Days 4 Hours 3 Minutes	.46 Days 4 Hours 9 Minutes	.43 Days 3 Hours 53 Minutes
# of Filings	6,540	6,195	5,443
# of Documents	7,622	7,289	6,283



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up

E-Service Issue

Pending Queue Problem

Service Error

Case Question

Login Issues

Pending Registration

Document Tab

Password Reset

Referred To County

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

Account Set-Up

Create New Filing

General Question

Referred To County

Case Number Not Found

Document Tab

Login Issues

Case Question

Filing Status Check

Password Reset

- **Judges**

Account Set-up

Pending Registration