



Florida Courts E-Filing Authority Board

Service Desk Report November 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
- Case Managers Domestic Violence Case Initiators

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

- Clerks Other Stakeholders



Customer Service Incidents November 2016 Statistics Policies and Procedures Page 5

	September 2016	October 2016	November 2016
Incidents Received	2,452	2,385	2,302
Incidents Closed	2,447	2,362	2,295
Incidents Open at End of Month	22	41	23
Average Acknowledgement Time per Incident	.04 Days 22 Minutes	.03 Days 18 Minutes	.03 Days 19 Minutes
Average Resolution Time per Incident	.10 Days 54 Minutes	.10 Days 52 Minutes	.09 Days 48 Minutes
# of Filings	1,206,034	1,138,789	1,138,754
# of Documents	1,774,912	1,616,200	1,665,997



Judge Incidents

November 2016 Statistics

Policies and Procedures Page 5

	September 2016	October 2016	November 2016
Incidents Received	7	60	14
Incidents Closed	7	60	14
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.04 Days 21 Minutes	.01 Days 4 Minutes	.00 Days 2 Minutes
Average Resolution Time per Incident	.07 Days 35 Minutes	.03 Days 16 Minutes	.01 Days 4 Minutes
# of Filings	53,133	51,170	55,942
# of Documents	56,598	54,607	59,853



Pro Se Incidents

November 2016 Statistics

Policies and Procedures Page 5

	September 2016	October 2016	November 2016
Incidents Received	423	393	399
Incidents Closed	421	387	396
Incidents Open at End of Month	4	8	4
Average Acknowledgement Time per Incident	.06 Days 27 Minutes	.03 Days 17 Minutes	.03 Days 14 Minutes
Average Resolution Time per Incident	.13 Days 1 Hour 3 Minutes	.10 Days 54 Minutes	.08 Days 41 Minutes
# of Filings	5,994	6,356	6,227
# of Documents	10,867	11,219	10,822



Attorney Incidents

November 2016 Statistics

Policies and Procedures Page 5

	September 2016	October 2016	November 2016
Incidents Received	2,022	1,932	1,889
Incidents Closed	2,019	1,915	1,885
Incidents Open at End of Month	18	33	19
Average Acknowledgement Time per Incident	.04 Days 20 Minutes	.03 Days 18 Minutes	.04 Days 20 Minutes
Average Resolution Time per Incident	.10 Days 52 Minutes	.09 Days 50 Minutes	.09 Days 50 Minutes
# of Filings	1,088,793	1,021,632	1,020,903
# of Documents	1,639,454	1,534,350	1,530,008



Technical/System Support Incidents

November 2016 Statistics

Policies and Procedures Page 5

	September 2016	October 2016	October 2016
Incidents Received	437	323	389
Incidents Closed	432	322	382
Incidents Open at End of Month	18	22	20
Average Acknowledgement Time per Incident	.04 Days 21 Minutes	.03 Days 15 Minutes	.04 Days 22 Minutes
Average Resolution Time per Incident	.44 Days 3 Hours 58 Minutes	.31 Days 2 Hours 45 Minutes	.49 Days 4 Hours 22 Minutes
# of Filings	6,432	6,440	6,337
# of Documents	7,666	7,723	7,551



Top 10 Types of Incidents For:

- **Attorneys**

Case Number Not Found
Filing Status Check
Password Reset
Referred To County

Case Question
Login Issues
Pending Queue Reason

E-Service Issue
My Case Screen
Pending Registration

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

Account Set-Up
Create New Filing
General Question
Referred To County

Case Number Assistance
De-Activate Account
Login Issues

Case Question
Document Tab
Password Reset

- **Judges**

Login Issues

Pending Registration



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
November 1, 2015	78,000	November 30, 2016	1,783

- Finalize Testing Release 2016.02



At-A-Glance Statistics

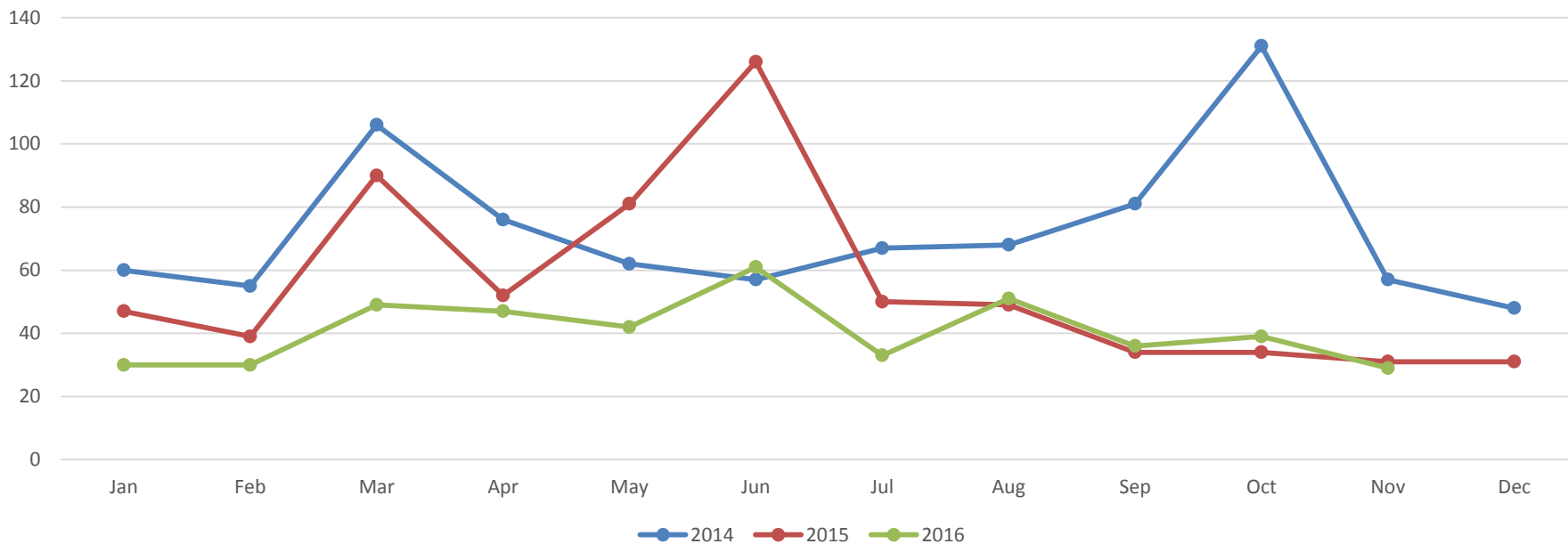
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical. If you have any questions, please contact Gia Howell at Howell@flclerks.com.



County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	60	55	106	76	62	57	67	68	81	131	57	48
2015	47	39	90	52	81	126	50	49	34	34	31	31
2016	30	30	49	47	42	61	33	51	36	39	29	

County Accounts Created

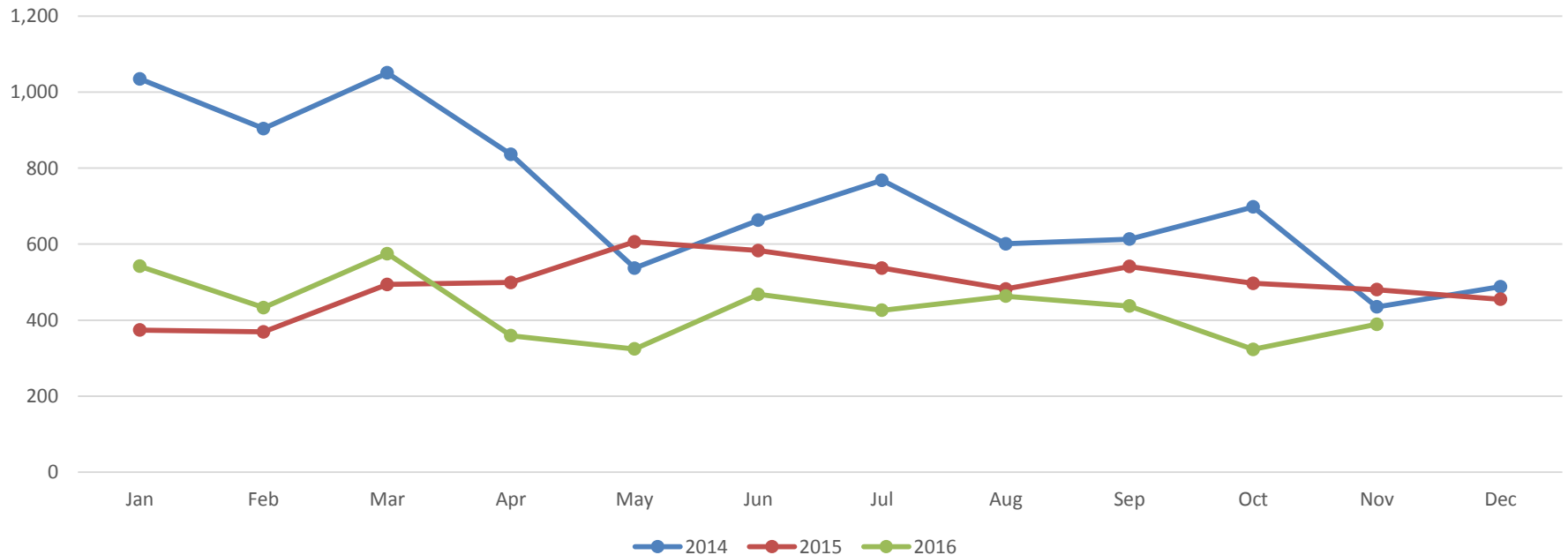




County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,035	904	1,051	836	537	663	768	601	613	698	435	488
2015	374	369	494	499	606	583	537	482	541	497	480	455
2016	542	433	575	359	324	468	426	463	437	323	389	

County Calls

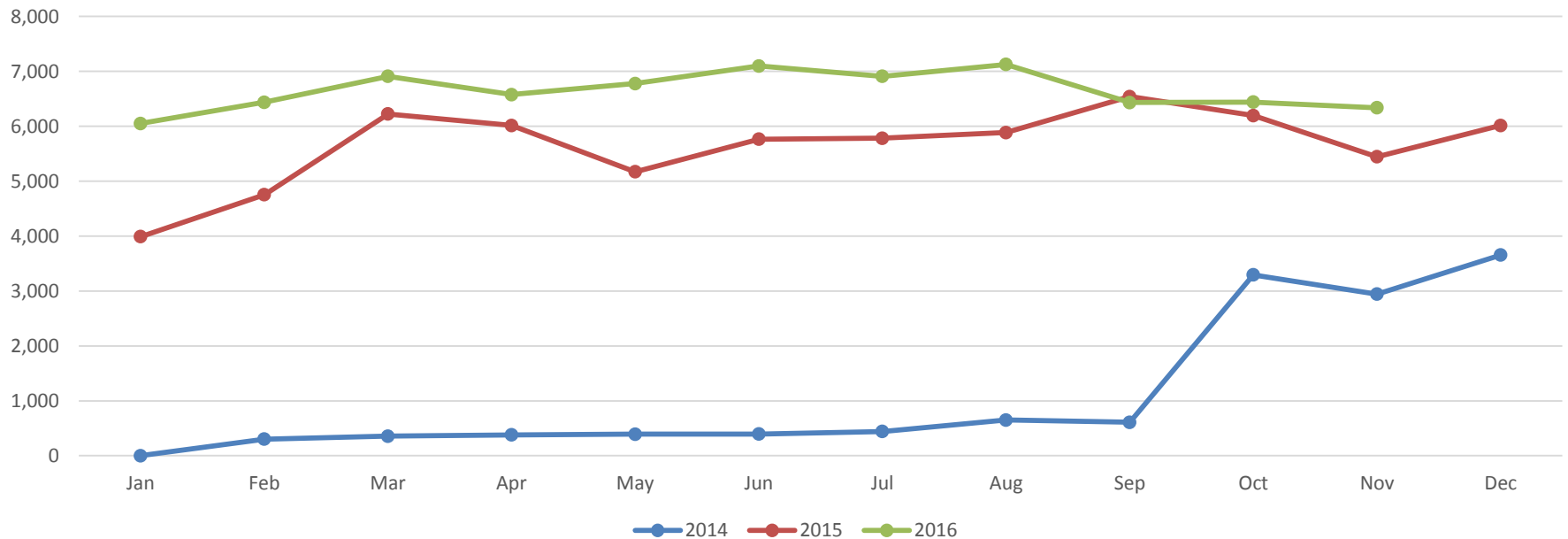




County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	304	357	379	394	395	442	651	610	3,295	2,943	3,654
2015	3,990	4,753	6,223	6,015	5,172	5,764	5,783	5,884	6,540	6,195	5,443	6,015
2016	6,050	6,436	6,909	6,575	6,777	7,097	6,909	7,124	6,432	6,440	6,337	

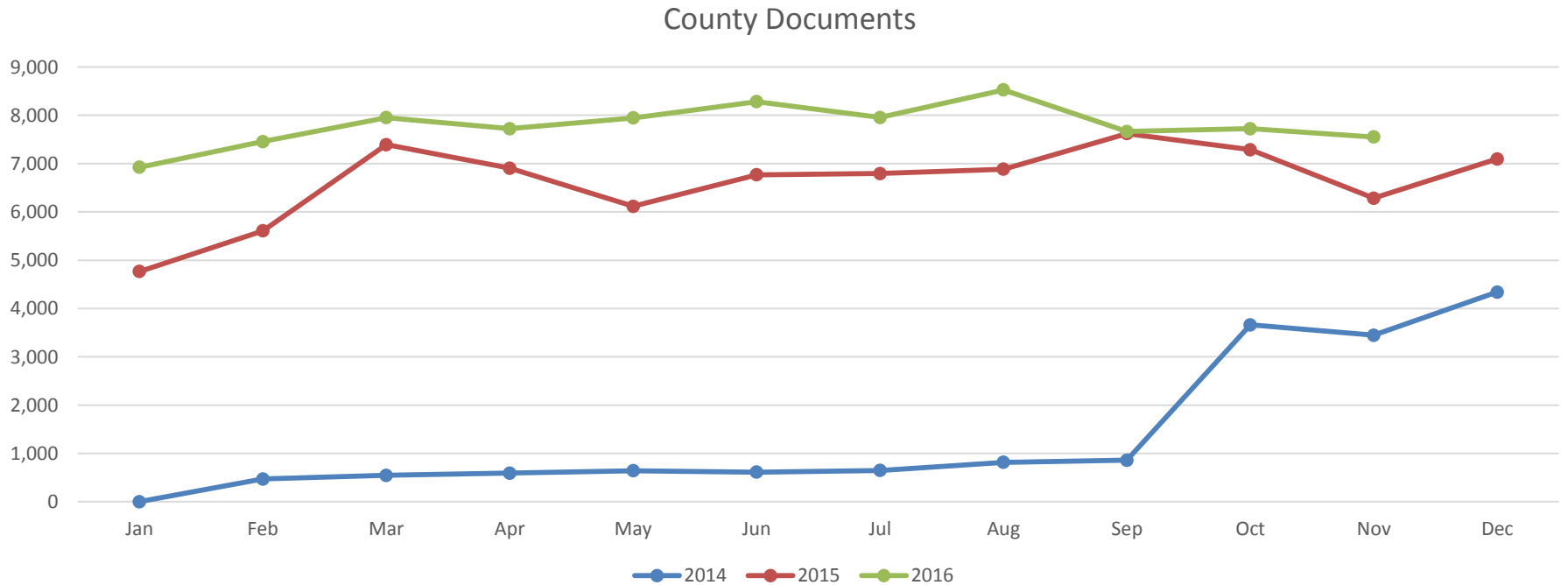
County Filings





County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	471	548	594	643	612	647	815	859	3,662	3,447	4,342
2015	4,768	5,608	7,391	6,906	6,115	6,769	6,795	6,885	7,622	7,289	6,283	7,096
2016	6,926	7,457	7,952	7,724	7,945	8,283	7,955	8,525	7,666	7,723	7,551	

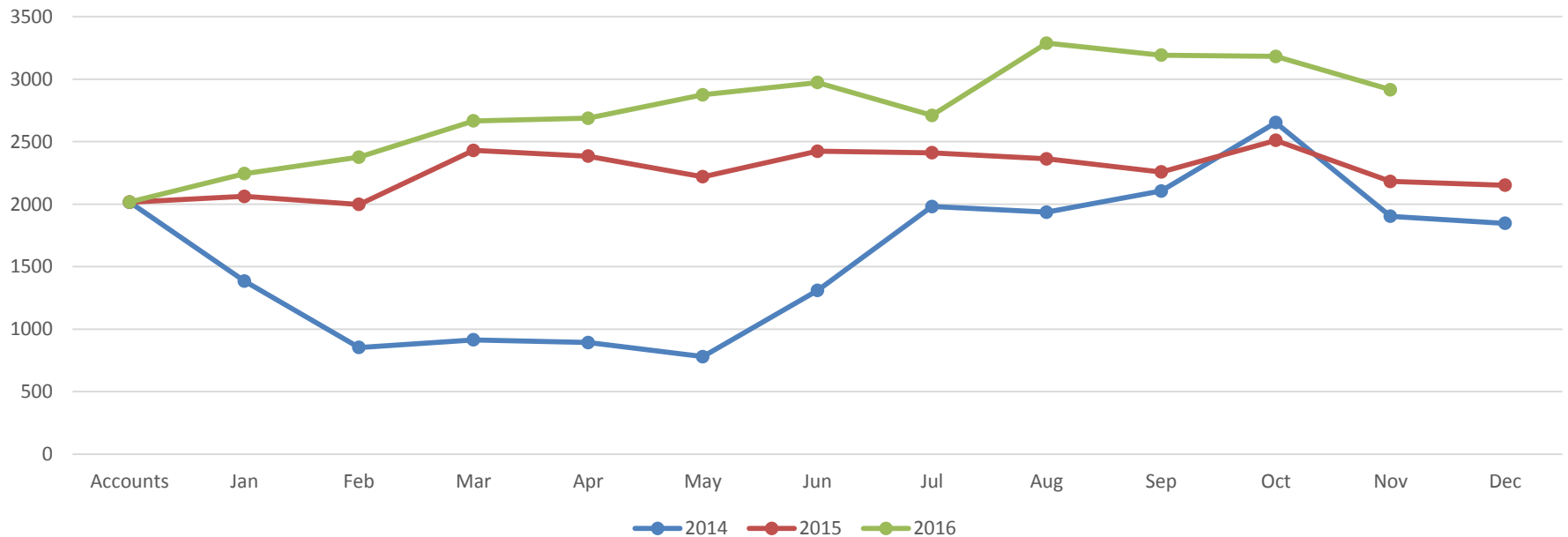




Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,384	853	914	892	780	1,309	1,980	1,935	2,105	2,652	1,903	1,846
2015	2,062	1,997	2,430	2,383	2,219	2,423	2,410	2,362	2,257	2,510	2,181	2,151
2016	2,243	2,376	2,666	2,687	2,874	2,973	2,709	3,287	3,191	3,181	2,915	

Customer Service Accounts Created

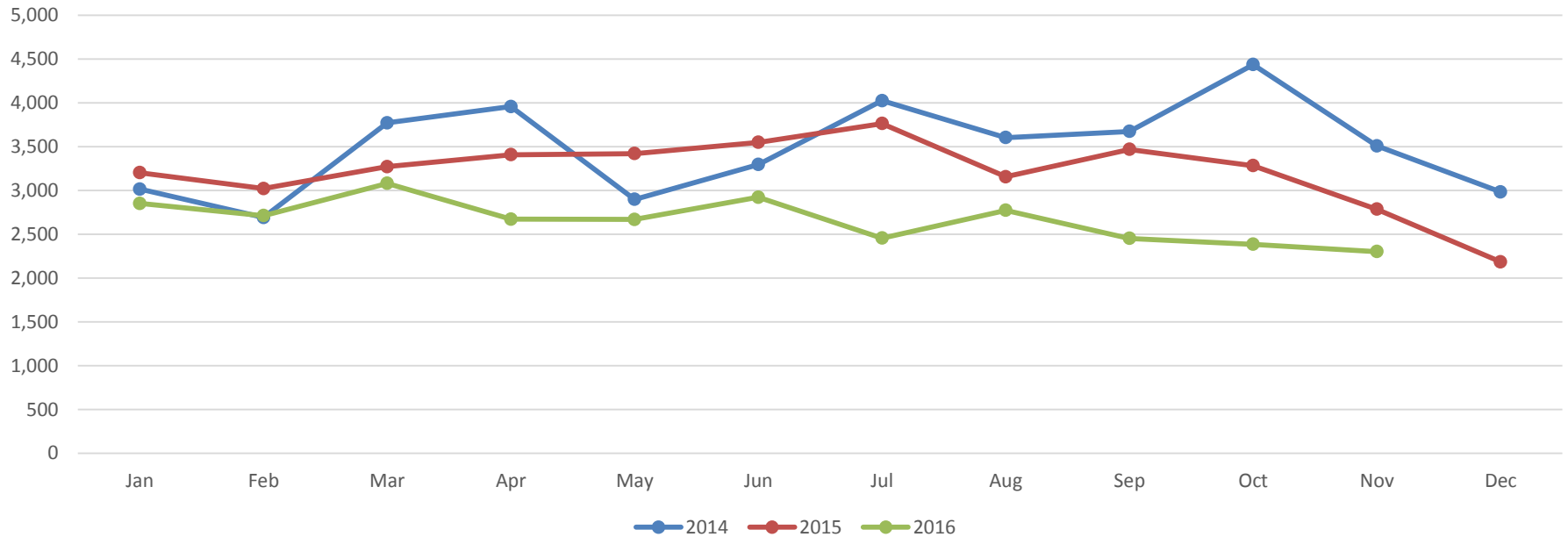




Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	3,015	2,691	3,771	3,957	2,898	3,295	4,025	3,603	3,674	4,436	3,508	2,982
2015	3,203	3,021	3,271	3,407	3,421	3,549	3,764	3,156	3,469	3,282	2,786	2,184
2016	2,852	2,712	3,081	2,671	2,669	2,922	2,456	2,773	2,452	2,385	2,302	

Customer Service Calls

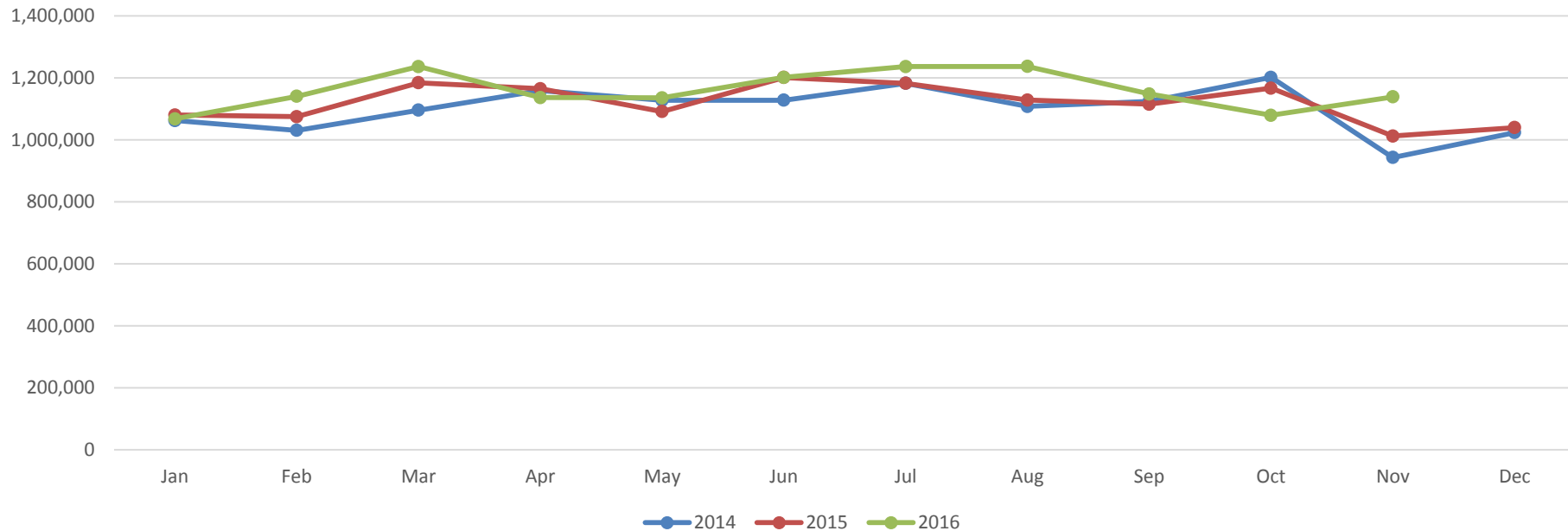




Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,062,497	1,030,499	1,095,960	1,158,749	1,127,684	1,128,132	1,182,619	1,107,967	1,123,854	1,201,469	943,197	1,023,541
2015	1,080,109	1,074,817	1,184,109	1,164,815	1,091,394	1,200,965	1,182,545	1,128,309	1,115,091	1,166,700	1,012,485	1,039,584
2016	1,067,747	1,140,458	1,236,627	1,136,218	1,135,684	1,201,808	1,236,631	1,236,758	1,147,920	1,079,158	1,138,754	

Customer Service Filings

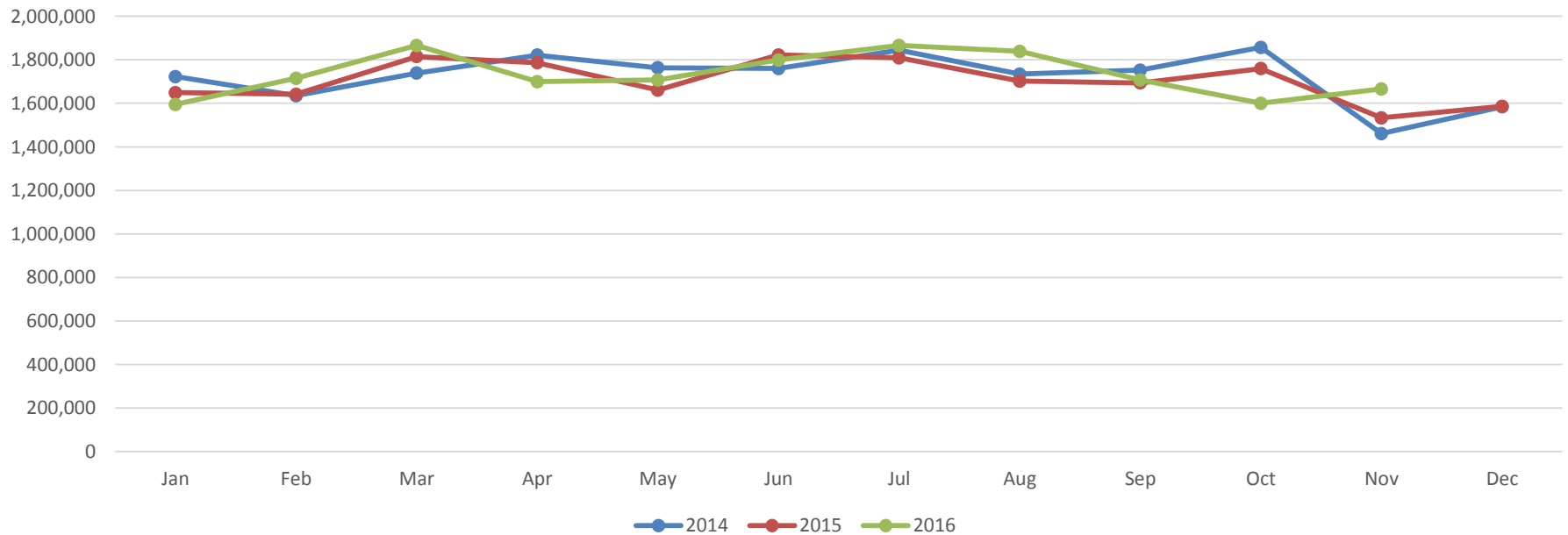




Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,722,437	1,635,165	1,739,029	1,820,982	1,763,240	1,760,187	1,844,454	1,734,190	1,752,510	1,856,679	1,460,719	1,584,162
2015	1,649,347	1,641,519	1,814,544	1,786,124	1,660,997	1,821,824	1,809,267	1,701,816	1,693,795	1,759,495	1,532,854	1,586,227
2016	1,594,688	1,714,780	1,865,776	1,699,662	1,707,096	1,798,999	1,865,858	1,838,473	1,706,919	1,600,176	1,665,997	

Customer Service Documents

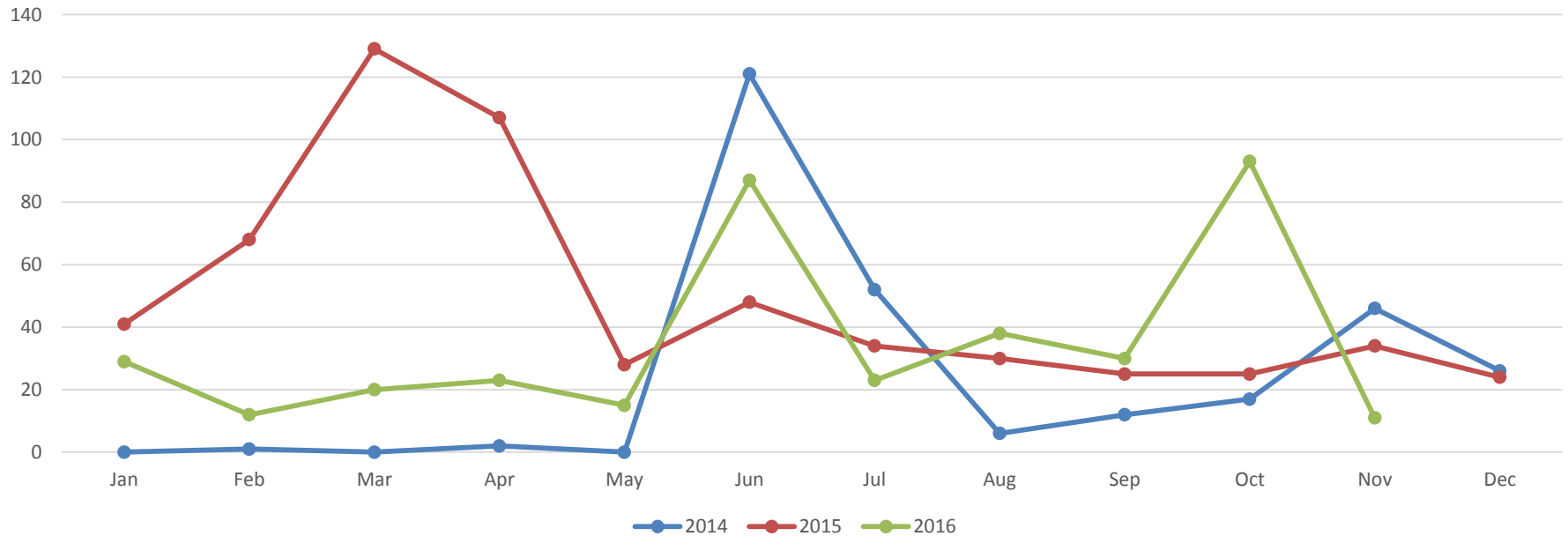




Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	1	0	2	0	121	52	6	12	17	46	26
2015	41	68	129	107	28	48	34	30	25	25	34	24
2016	29	12	20	23	15	87	23	38	30	93	11	

Judge Accounts Created

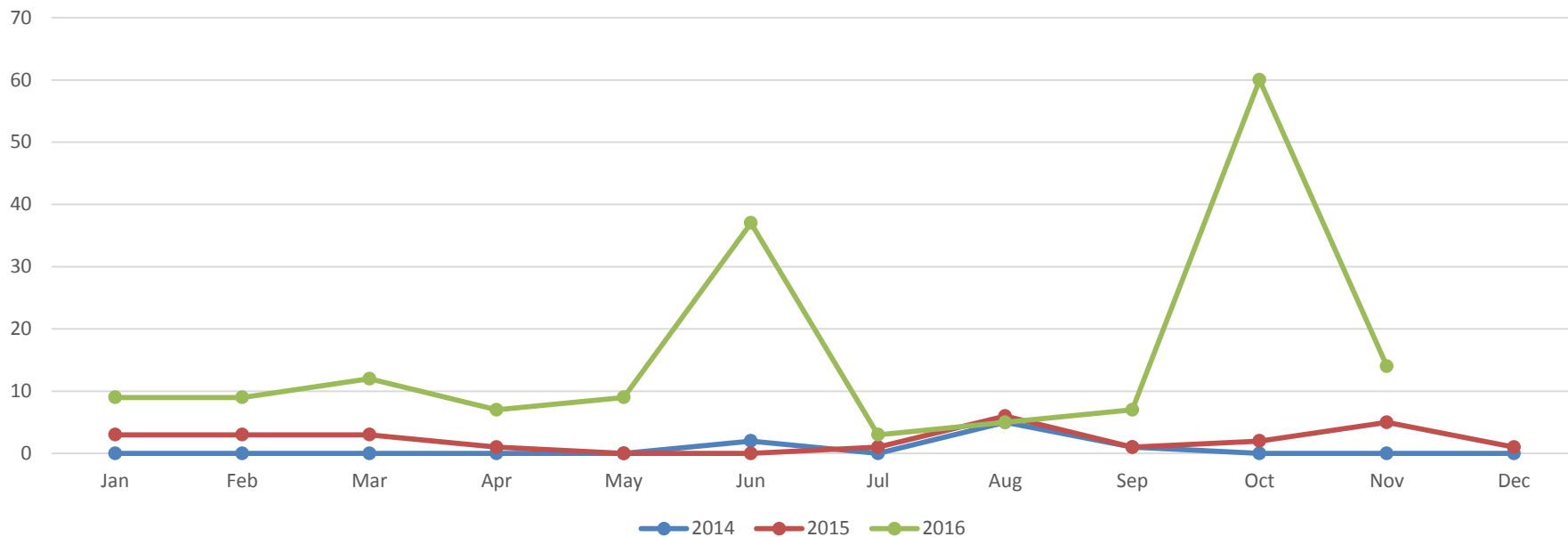




Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	2	0	5	1	0	0	0
2015	3	3	3	1	0	0	1	6	1	2	5	1
2016	9	9	12	7	9	37	3	5	7	60	14	

Judge Calls

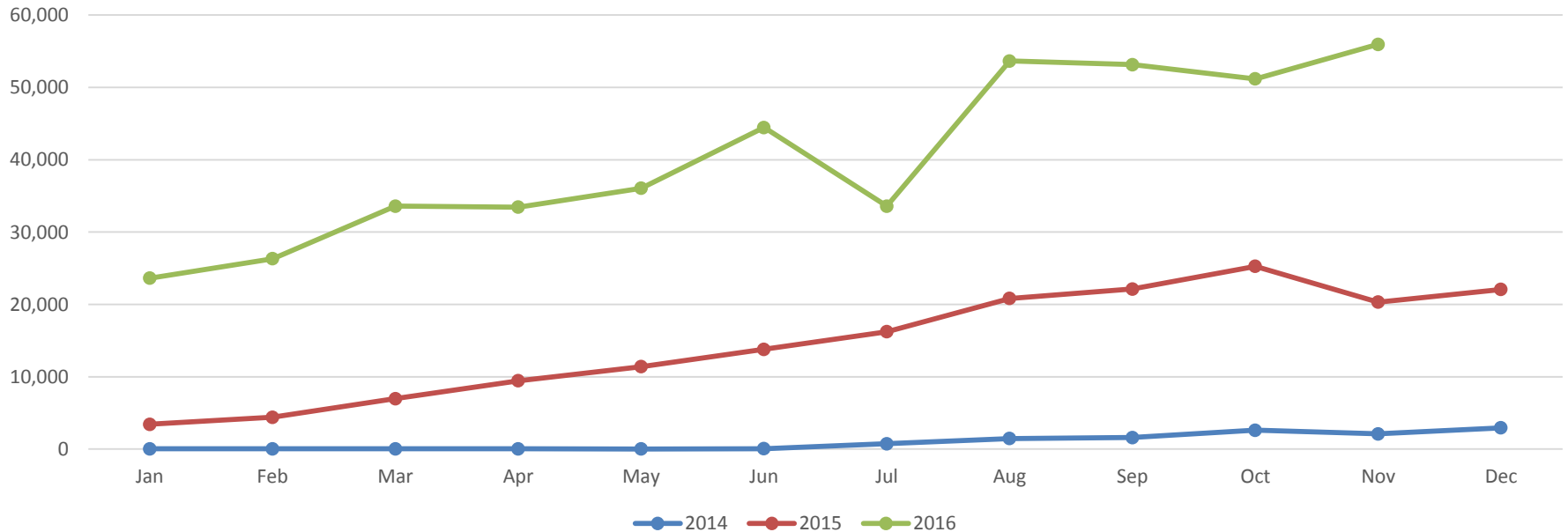




Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	36	37	35	53	31	56	743	1,459	1,599	2,606	2,116	2,938
2015	3,427	4,414	6,981	9,450	11,397	13,786	16,224	20,829	22,123	25,266	20,313	22,068
2016	23,632	26,312	33,590	33,443	36,062	44,448	33,590	53,640	53,133	51,170	55,942	

Judge Filings

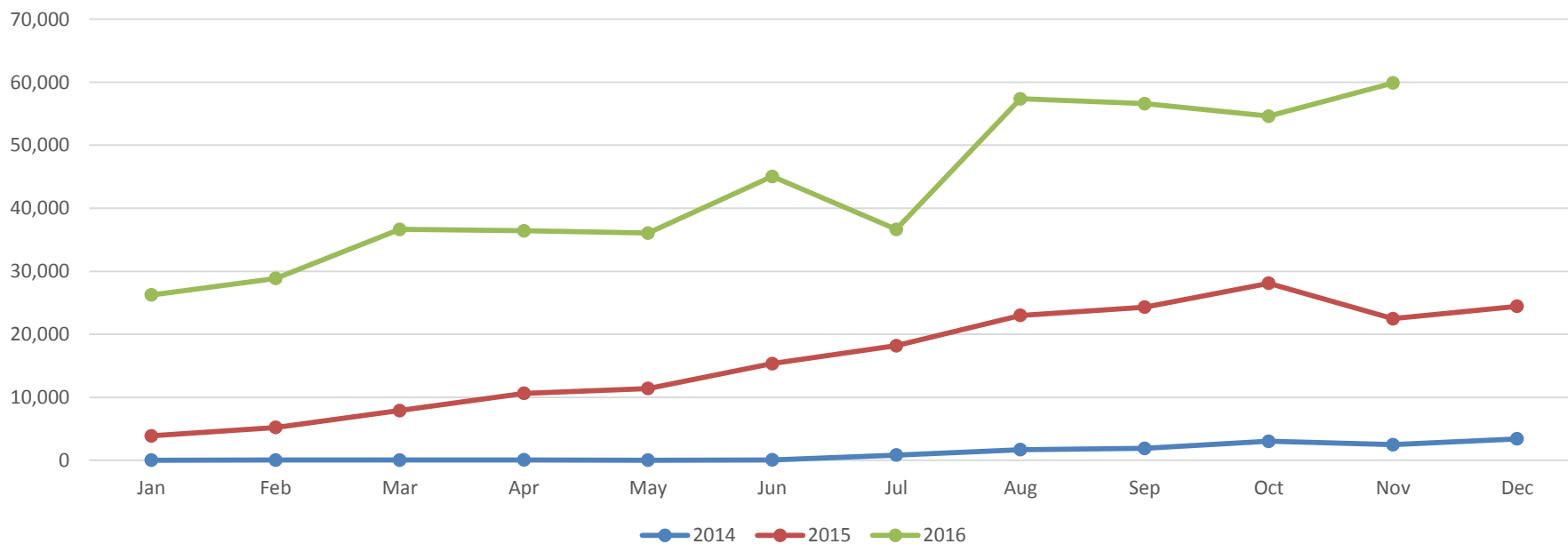




Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	44	45	48	68	31	75	850	1,711	1,902	3,032	2,495	3,419
2015	3,902	5,232	7,900	10,630	11,397	15,342	18,193	23,000	24,308	28,106	22,471	24,446
2016	26,256	28,859	36,639	36,417	36,062	45,032	36,639	57,357	56,598	54,607	59,853	

Judge Documents

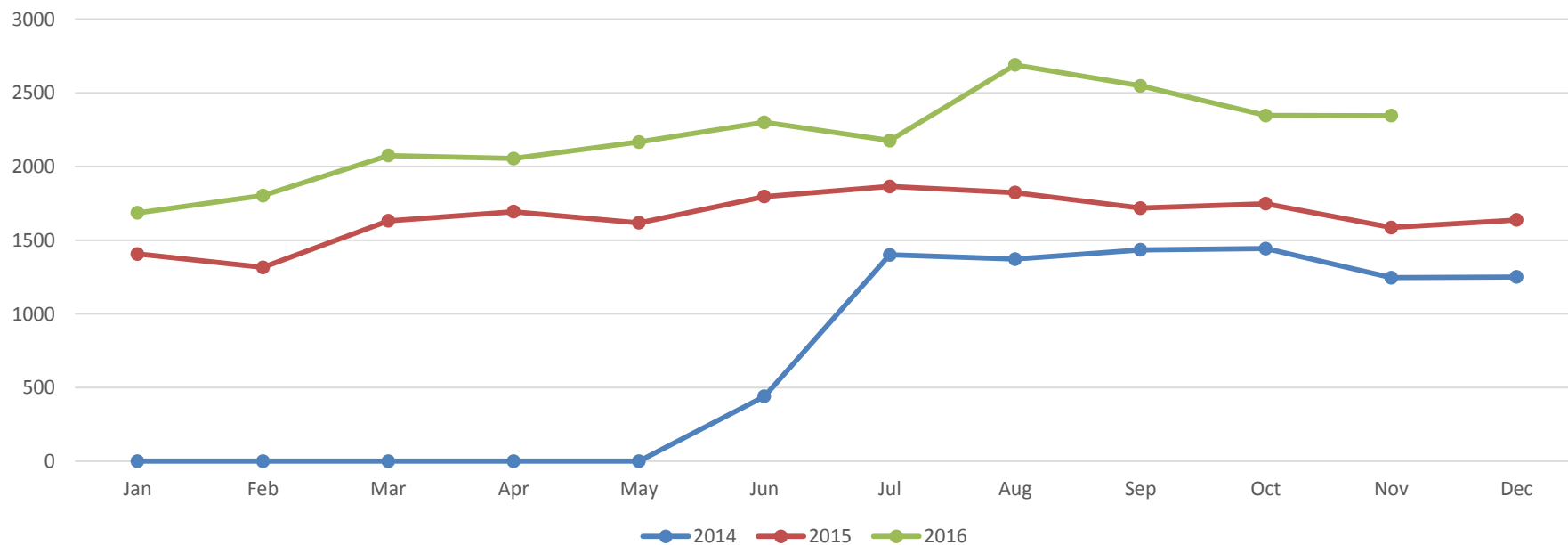




Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	440	1,400	1,371	1,431	1,443	1,246	1,251
2015	1,406	1,1315	1,632	1,693	1,618	1,796	1,865	1,823	1,718	1,748	1,586	1,637
2016	1,686	1,803	2,074	2,054	2,166	2,300	2,176	2,689	2,547	2,346	2,345	

Pro Se Accounts Created

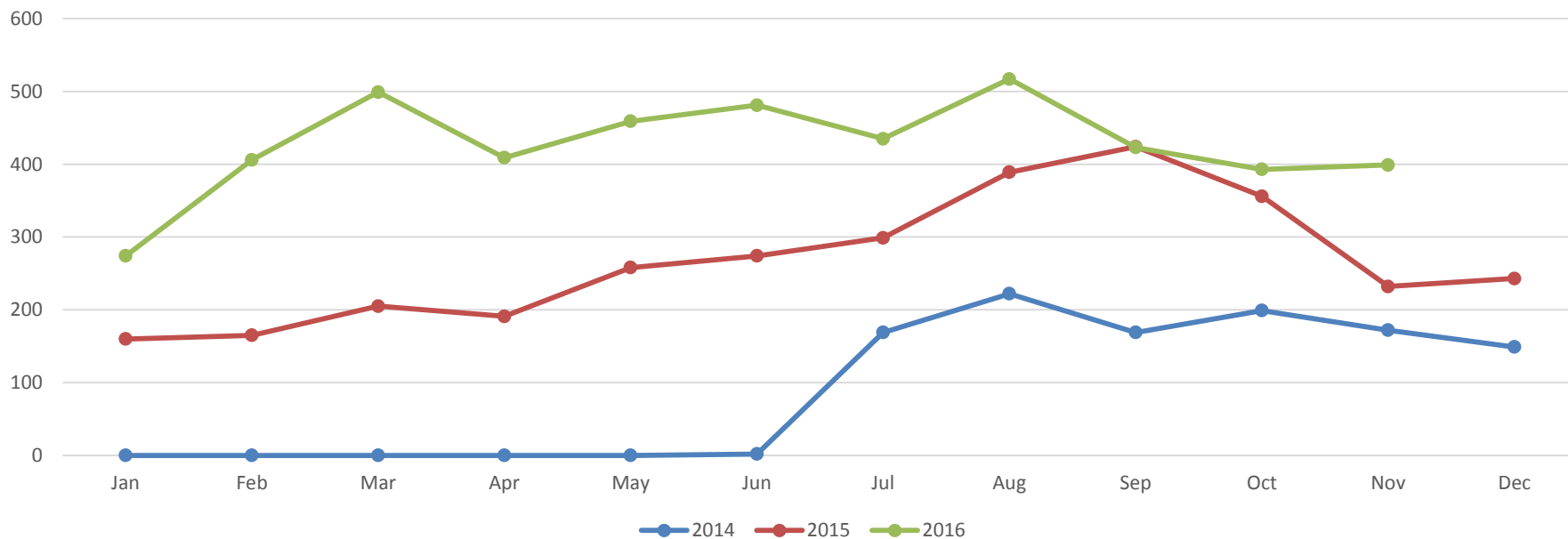




Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	2	169	222	169	199	172	149
2015	160	165	205	191	258	274	299	389	424	356	232	243
2016	274	406	499	409	459	481	435	517	423	393	399	

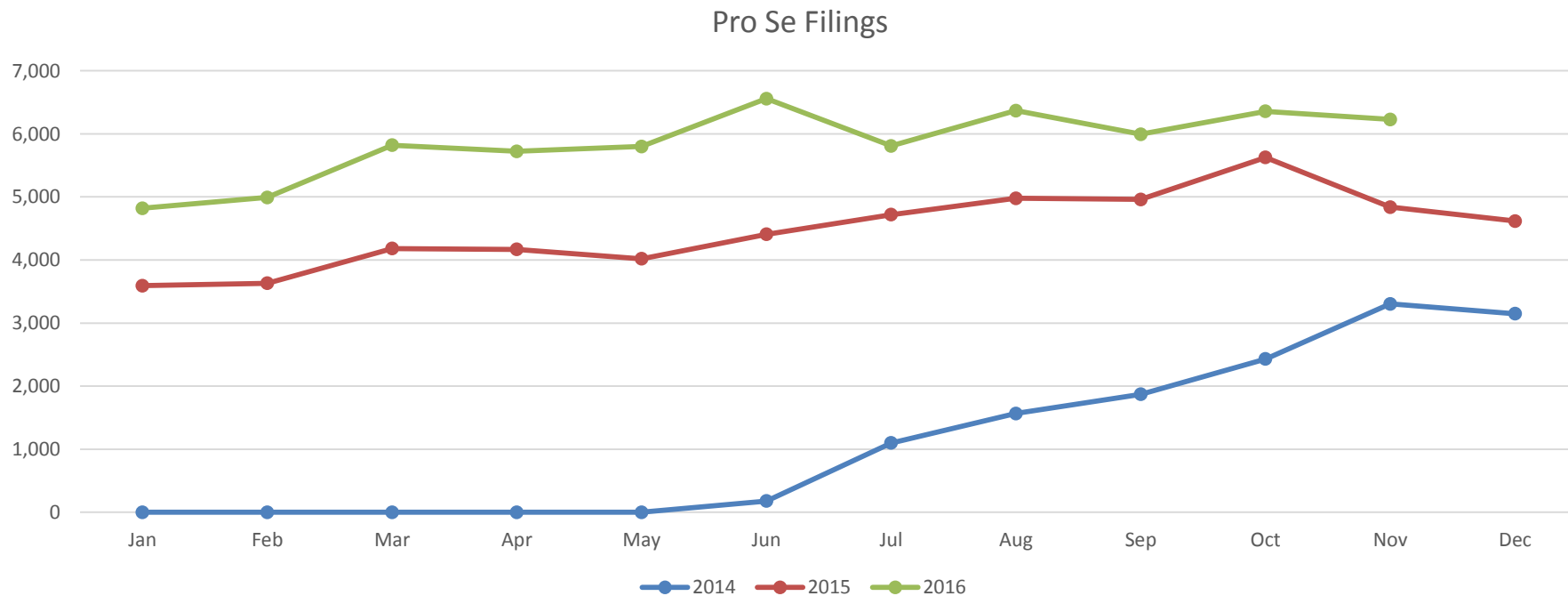
Pro Se Calls





Pro Se Filing Comparison

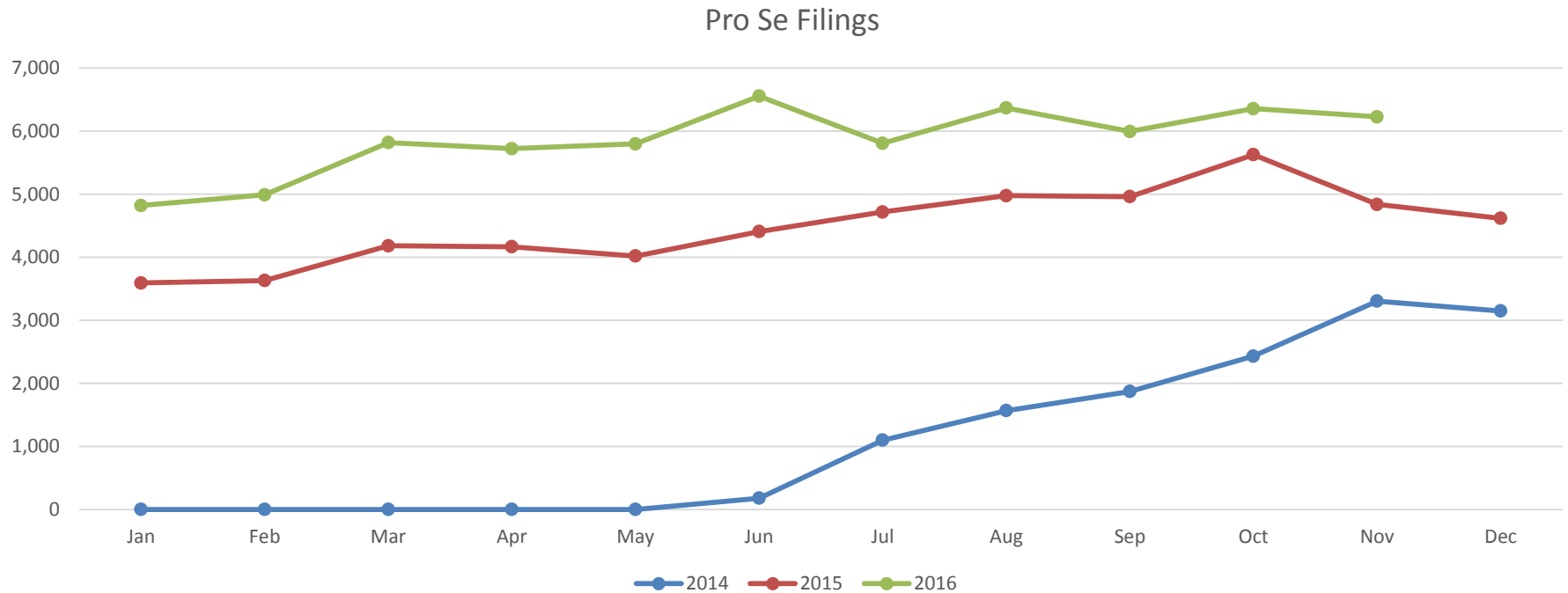
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	179	1,099	1,567	1,871	2,431	3,305	3,148
2015	3,592	3,630	4,181	4,167	4,018	4,407	4,718	4,977	4,960	5,626	4,839	4,617
2016	4,820	4,991	5,819	5,722	5,798	6,556	5,808	6,368	5,994	6,356	6,227	





Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	308	2,164	2,665	3,330	4,078	4,777	4,938
2015	5,473	5,831	6,338	6,386	6,188	6,841	7,483	7,943	8,236	9,239	8,307	7,855
2016	8,625	9,146	10,706	10,772	10,135	11,980	10,695	11,479	10,867	11,219	10,822	

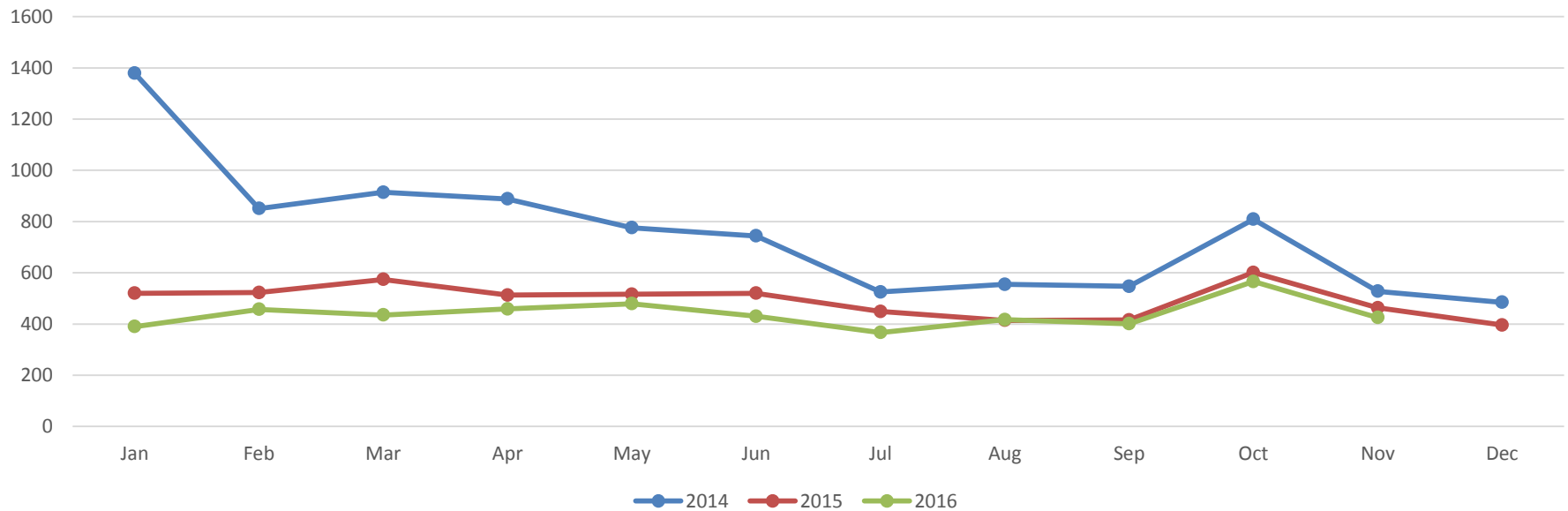




Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,379	851	914	888	776	744	525	555	547	809	528	485
2015	520	523	574	513	516	520	449	414	416	601	463	396
2016	390	457	435	459	479	430	367	417	401	556	425	

Attorney Accounts Created

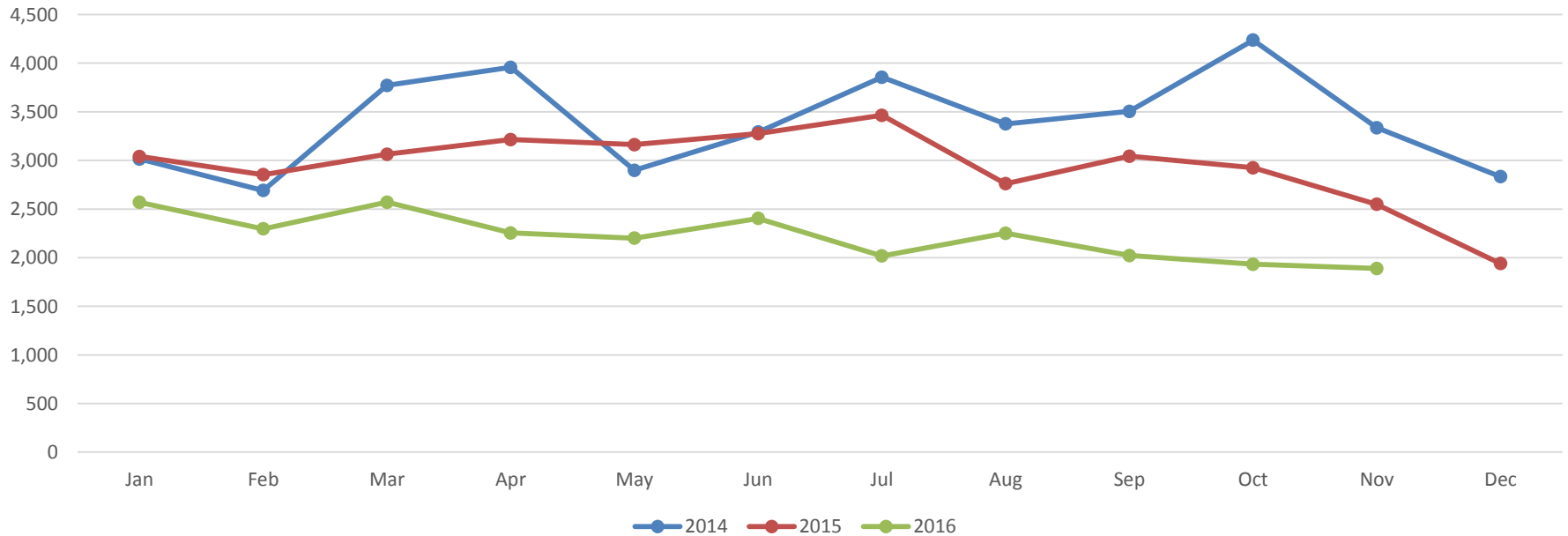




Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	3,015	2,691	3,771	3,957	2,898	3,291	3,856	3,376	3,504	4,237	3,336	2,833
2015	3,040	2,853	3,063	3,215	3,163	3,275	3,464	2,761	3,044	2,924	2,549	1,940
2016	2,569	2,297	2,570	2,255	2,201	2,404	2,018	2,251	2,022	1,932	1,889	

Attorney Calls

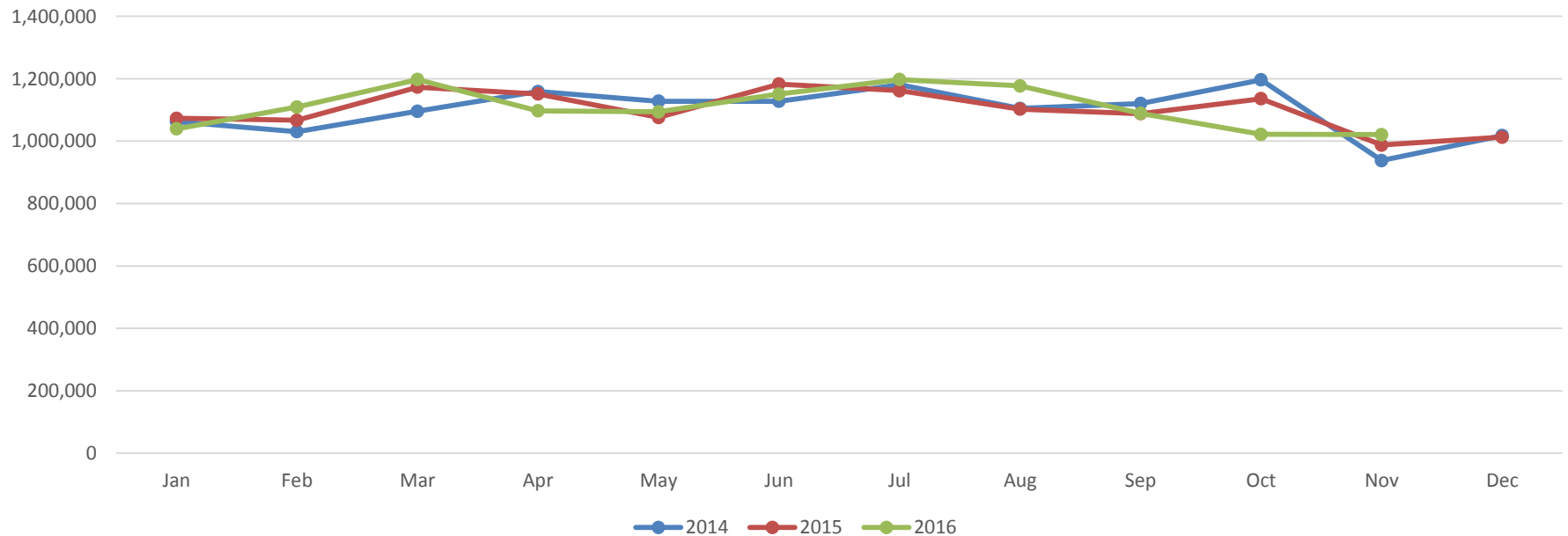




Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,062,461	1,030,396	1,095,925	1,158,696	1,127,653	1,127,897	1,180,777	1,104,941	1,120,384	1,196,432	937,776	1,017,455
2015	1,073,090	1,066,773	1,172,947	1,151,198	1,075,979	1,182,772	1,161,603	1,102,503	1,088,008	1,135,808	987,333	1,012,899
2016	1,039,295	1,109,155	1,197,218	1,097,053	1,093,824	1,150,804	1,197,233	1,176,750	1,088,793	1,021,632	1,020,903	

Attorney Filings





Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,722,393	1,635,120	1,738,981	1,820,914	1,763,209	1,759,804	1,841,440	1,732,479	1,747,278	1,849,569	1,453,447	1,575,805
2015	1,639,972	1,630,456	1,800,306	1,769,108	1,643,412	1,799,641	1,783,591	1,678,816	1,661,251	1,722,150	1,502,076	1,553,926
2016	1,559,807	1,676,775	1,818,431	1,652,473	1,660,899	1,741,987	1,818,524	1,781,116	1,639,454	1,534,350	1,503,008	

Attorney Filings

