



Florida Courts E-Filing Authority Board

Service Desk Report August 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

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

- Clerks
- Other Stakeholders



Customer Service Incidents

August 2016 Statistics

Policies and Procedures Page 5

	June 2016	July 2016	August 2016
Incidents Received	2,885	2,456	2,773
Incidents Closed	2,890	2,432	2,756
Incidents Open at End of Month	24	18	34
Average Acknowledgement Time per Incident	.04 Days 20 Minutes	.03 Days 15 Minutes	.05 Days 25 Minutes
Average Resolution Time per Incident	.11 Days 1 Hour 1 Minute	.07 Days 40 Minutes	.10 Days 54 Minutes
# of Filings	1,259,385	1,287,599	1,299,489
# of Documents	1,868,910	1,926,162	1,922,737



Judge Incidents

August 2016 Statistics

Policies and Procedures Page 5

	June 2016	July 2016	August 2016
Incidents Received	37	3	5
Incidents Closed	37	3	5
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.02 Days 9 Minutes	.01 Days 4 Minutes	.01 Days 4 Minutes
Average Resolution Time per Incident	.03 Days 14 Minutes	.01 Days 5 Minutes	.16 Days 1 Hour 27Minutes
# of Filings	44,448	33,590	53,640
# of Documents	48,158	36,639	57,357



Pro Se Incidents

August 2016 Statistics

Policies and Procedures Page 5

	June 2016	July 2016	August 2016
Incidents Received	481	435	517
Incidents Closed	481	430	511
Incidents Open at End of Month	2	7	8
Average Acknowledgement Time per Incident	.04 Days 24Minutes	.03 Days 18 Minutes	.05 Days 27 Minutes
Average Resolution Time per Incident	.13 Days 1 Hour 8 Minutes	.08 Days 41 Minutes	.11 Days 58 Minutes
# of Filings	6,556	5,808	6,368
# of Documents	11,980	10,695	11,479



Attorney Incidents

August 2016 Statistics

Policies and Procedures Page 5

	June 2016	July 2016	August 2016
Incidents Received	2,404	2,018	2,251
Incidents Closed	2,381	1,999	2,240
Incidents Open at End of Month	35	33	26
Average Acknowledgement Time per Incident	.04 Days 19 Minutes	.03 Days 14 Minutes	.05 Days 24 Minutes
Average Resolution Time per Incident	.11 Days 1 Hour 1 Minute	.07 Days 39 Minutes	.10 Days 53 Minutes
# of Filings	1,150,804	1,197,233	1,176,750
# of Documents	1,741,987	1,818,524	1,781,116



Technical/System Support Incidents

August 2016 Statistics

Policies and Procedures Page 5

	June 2016	July 2016	August 2016
Incidents Received	468	426	463
Incidents Closed	464	416	453
Incidents Open at End of Month	4	18	13
Average Acknowledgement Time per Incident	.03 Days 17 Minutes	.02 Days 12 Minutes	.03 Days 17 Minutes
Average Resolution Time per Incident	.31 Days 2 Hours 45 Minutes	.34 Days 3 Hours 3 Minutes	.41 Days 3 Hours 44 Minutes
# of Filings	7,097	6,909	7,124
# of Documents	8,283	7,955	8,525



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-up
Login Issues
Pending Queue
Referred To County

Case Question
My Case Screen
Pending Registration

E-Service Issue
Password Reset
Profile Edit

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

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

Case
De-Activate Account
Login Issues

Case Question
E-Service Issue
Password Reset

- **Judges**

Login Issues

Pending Registration



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
Nov. 1, 2015	78,000	August 31, 2016	1,936

- Testing Release 2016.02