



# Florida Courts E-Filing Authority Board

## Service Desk Report March 2014



# E-Portal Service Desk

## Types of Incidents

- **Customer Service Incidents (Section 2)**
  - These are calls from Filers and the General Public. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
  - Initial Acknowledge Standard is 5 Business Days.
- **Technical and System Support Incidents (Section 3)**
  - These are typically calls from Clerks and other Stakeholders and could involve any aspect of system configuration and support. Calls are currently submitted via phone voice message or email. Calls may be submitted 24/7.
  - Initial Acknowledge Standard is 5 Business Days.



# Customer Service Calls March Statistics Policies and Procedures Page 5

	January 2014	February 2014	March 2014
Incidents Received	3,015	2,691	3,771
Incidents Closed	3,026	2,621	3,712
Incidents Open at End of Month	79	91	75
Average Acknowledgement Time per Incident	.26 Days	.12 Days	.22 Days
Average Resolution Time per Incident	.57 Days	.45 Days	.45 Days



# Technical/System Support Calls March Statistics Policies and Procedures Page 5

	January 2014	February 2014	March 2014
Incidents Received	1,035	904	1,051
Incidents Closed	1,044	933	1,038
Incidents Open at End of Month	224	195	163
Average Acknowledgement Time per Incident	.32 Days	.14 Days	.24 Days
Average Resolution Time per Incident	1.30 Days	.74 Days	1.01 Days



# Call Initiation - Email vs. Phone

## March 2014

- **Customer Service (3,771 Incidents Received)**
  - Email      2,840      (75.31%)
  - Phone      931      (24.68 %)
- **Technical/System Support (1051 Incidents Received)**
  - Email      960      (91.34 %)
  - Phone      91      (8.65 %)