



# Florida Courts E-Filing Authority Board

## Service Desk Report January 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 January Statistics Policies and Procedures Page 5

	December 2013	January 2014
Incidents Received	3,017	3,015
Incidents Closed	3,865	3,026
Incidents Open at End of Month	90	79
Average Acknowledgement Time per Incident	2.42 Days	.26 Days
Average Resolution Time per Incident	2.88 Days	.57 Days



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

	December 2013	January 2014
Incidents Received	1,102	1,035
Incidents Closed	1,287	1,044
Incidents Open at End of Month	233	224
Average Acknowledgement Time per Incident	.25 Days	.32 Days
Average Resolution Time per Incident	1.4 Days	1.30 Days



# Call Initiation - Email vs. Phone

## January 2014

- **Customer Service (3015 Incidents Received)**
  - Email      2167      (71.87 %)
  - Phone      848      (28.12 %)
- **Technical/System Support (1035 Incidents Received)**
  - Email      976      (94.29 %)
  - Phone      59      (5.70%)



# E-Portal Service Desk Variables That Impact Performance

- **Volume of Calls**

- Trending Downward since April 2013
- Will Vary Based upon:
  - New Users/Case Types (Criminal, Pro Se, etc.)
  - New Releases/Functionality on the Portal

- **Call Ratio of Technical/System Support vs. Customer Service**

- Technical/System Support calls are typically more involved and take longer to resolve

- **Training of New Staff**

- 6 of the 9 Service Desk employees are relatively new